

SAN BERNARDINO COUNTY



CALIFORNIA



2002

OCCUPATIONAL OUTLOOK

San Bernardino County Occupational Outlook

A product of

The California Cooperative Occupational Information System



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Introduction

Welcome to the 2002 Occupational Outlook Report for San Bernardino County. This annual publication contains information based upon confidential surveys of employers within San Bernardino County. The data in this publication has been gathered, analyzed and is distributed with the intention of adding value for a variety of end users. Some of the most important uses are listed below.

- ❖ **Career Decisions:** Job seekers and career counselors can use the information provided in the Occupational Profiles to make informed educational, occupational and job search choices.
- ❖ **Human Resources Management:** From small business owners to large corporate Human Resource Managers can use this report to help determine competitive compensation packages, improve recruitment methods and assess the availability of qualified workers for business relocation or expansion purposes.
- ❖ **Curriculum Design:** Training and workforce development professionals can evaluate their training programs based on current and projected occupational requirements and growth.
- ❖ **Program Planning:** This report provides local planners and administrators with employment, training and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve and eliminate programs or to plan new programs.

Project Methodology

The California Cooperative Occupational Information System (CCOIS) is a statewide program. Economic Development Department's Labor Market Information Division (LMID) administers the program at the state level and contracts annually with 33 local organizations, referred to as Local Partners (LPs) to conduct the individual surveys. Local Partners are usually a local Workforce Investment Board (WIB) or other local government entity.

Occupation Forecasts:

LMID develops Occupational Forecast Tables specifically for San Bernardino County. The tables show estimated employment by occupation for the base year 1999 and the forecasted year of 2006. These forecasts include new openings, separations and occupational distribution by industry.

Occupational Selection Criteria:

A preliminary list of occupations is developed. The list is reviewed by representatives of community-based vocational training programs, educational institutions, organized labor, economic development organizations and the San Bernardino County Jobs and Employment Services Department (JESD). Based upon the input of these organizations, some occupations are eliminated and others are added.

JESD of San Bernardino County applied the following criteria to narrow the list of possible occupations for the survey of 25:

- ❖ The occupation should have a substantial employment base in the county.
- ❖ There should be a substantial number of projected job openings in the county.
- ❖ The occupation should appear to have substantial potential for earning capacity.
- ❖ The training time required for the occupation should be two years or less, allowing for some exceptions based on the strength of the other criteria.
- ❖ If there are fluctuations in the labor market, or if an emerging technology is believed to be impacting skill requirements, an occupation could be included.

After the list of 25 occupations is finalized, each occupation is clearly defined and appropriate OES titles and codes are assigned.

Survey Sample Selection:

After the occupations are selected, defined and the OES titles assigned, LMID develops a confidential employer sample for each occupation. One consideration in drawing up the employer sample is the pattern of distribution of industries in which the occupation could be found. The Standard Industrial Classification manual classifies industries. There are 97 major industry groups in nine industry divisions: Agriculture (01-09); Forestry and Fishing Mining (10-14); Construction (15-17); Manufacturing (20-30); Transportation, Communications, Electric, Gas and Sanitary Services (40-49); Wholesale Trade (50-51); Retail Trade (52-59); Finance, Insurance and Real Estate (60-67); Services (70-89); and Public Administration (91-97).

LMID staff, using their vast employer database and knowledge of occupational staffing patterns within industries, creates a representative sample of employers for each of the occupations. For example, the staffing pattern for a Medical Assistant can be found in Health Services, Major Group 80, so the employer sample for this occupation would consist mainly of employers in that group. Thus, occupations whose industry staffings are broad, such as Word Processor, will have an employer sample consisting of employers in many industries.

This industrial distribution is considered for each occupation when establishing the sample of employers that would be contacted for participation in the completion of the questionnaire. For example, if 20% of San Bernardino County workers in an occupation were found in a specific industry, then 20% of the sample is drawn from that industry.

The sample is carefully reviewed, and employers are called to verify company name, address, confirm the existence of the occupation at the company and obtain the name of a contact person.

Project Methodology

Questionnaire:

A two-page employer survey questionnaire with a list of standardized questions is prepared for each survey occupation. Refer to the table of contents for a sample questionnaire.

Survey Procedures:

Employers are contacted by phone or mail and asked to participate in the survey, by fax, mail, or phone. The appropriated survey respondent, who is generally a person responsible for the hiring of personnel, is asked to fill out the survey. Completed questionnaires are reviewed and checked for consistency and completeness. Follow-up calls are made to complete and/or clarify data received. Completed surveys deemed usable for the study are then entered into the CCOIS database and the CCOIS coordinator and EDD/LMID run data tabulations. The CCOIS coordinator analyzes the data and prepares the occupational profiles. The report is distributed to schools, career centers, libraries, employment and training agencies, participating employers and training providers. **Specific employer information is considered confidential and no occupational information published on paper or in any electronic format will identify an individual firm.**

Occupational Title and Job Description:

The occupational titles and definitions are taken directly from the Occupational Employment Statistics (OES) dictionary published by the Bureau of Labor Statistics, May 1992. The job duties and requirements in the OES occupations are broader and more general than those occupations contained in the Dictionary of Occupational Titles (DOT). Occupational summaries list all the DOT codes that are included in the broader OES job title. The CCOIS program prefers to study OES occupations because it is easier to gather valid and reliable data using broader defined job duties. However, this report contains some non-OES occupations using a nine-digit code number compared to the normal six digits for OES. Non-OES occupation descriptions may vary slightly from DOT definitions and prior publications. Alternative Occupational Titles are listed in the 2000 Occupational Summary.

Wages — Included in this report are those paid by the employers participating in the survey for employees at three levels of experience: **New Hires, No Experience; New Hires, With Experience; 3+ Years Experience With Firm.**

- ❖ **New Hires, No Experience**

Person trained or otherwise qualified but with no paid experience in the occupation.

- ❖ **New Hires, With Experience**

Experienced person, or person at the journey level (if applicable) but just starting with the firm.

- ❖ **3+ Years Experience With Firm**

Person at the journey level (if applicable) or at least three years of experience with the employer in the occupation.

The Occupational Outlook wage range and median data eliminated outliers, or extreme wages, that are more than 1.96 times the standard deviation away from the average. Therefore, the range is intended to include approximately 95% of the responses. Union and nonunion wages are reported separately only when union employment represents 20 to 80 percent of all wage data for that occupation. Wage information contained in the 2000 Occupations reflect a minimum wage of \$5.75 per hour. Wage information for the 2001 and 2002 Occupations reflect a minimum wage of \$6.75 per hour.

The wages in this report are not intended to represent prevailing wages.

Benefits — The information in this section of the summaries include: medical insurance, dental insurance, vision insurance, paid sick leave, paid vacation, retirement, child care and other. The surveys indicate whether the employer pays for all of the costs of each benefit, if the employee shares some or all of the cost, or if no benefits are provided at all. The benefits information for each occupation are only from those employers responding to each benefit question; therefore percentages for full-time or part-time categories may not always total 100%.

Work Patterns — This section is titled Other Information in the 2000 Occupation Outlooks. Information shows the percentage of employees that work full-time, part-time, temporary/on-call, or seasonal, average number of hours worked per week, the shifts available, and the percentage of males and females employed. Some employees work less than 40 hours per week and are considered full-time workers by their employers.

Project Methodology

Employment Size — This section refers to the number of persons estimated to be employed in that occupation in San Bernardino County and is shown as a range. The Occupational Outlooks also includes a narrative to describe the size relative to the total nonagricultural employment in San Bernardino County.

The following terms are used to describe estimated occupational size. The 2001 annual average Wage and Salary Employment total of 556,700 was used to compute size.

- ❖ **Small** Less than 835 employed, less than .15 percent of total employment
- ❖ **Medium** 835 and up to but not including 1,670 employed, .15 percent and up to but not including .30 percent
- ❖ **Large** 1,670 and up to but not including 3,619 employed, .30 percent and up to but not including .65 percent of total employment
- ❖ **Very Large** . . . 3,619 and above employed, .65 percent and above

Employers were asked if their employment levels in the occupation surveyed, Declined, Remained Stable, or Grew, during the past year. Employers were also asked to project their occupational employment levels over the next two years. The percentages of employer responses are shown in a Matrix Box.

Employment Trends — The average growth rate in San Bernardino County is 26.3%. The following terms describe the relative rate of growth of each occupation to the county average.

- ❖ **Much-Faster than Average** 1.50 times average or more
- ❖ **Faster than Average** 1.10 to but not including 1.50 times average
- ❖ **Average**9 to but not including 1.10 times average
- ❖ **Slower than Average**1 to but not including .0 times average
- ❖ **No Significant Change or Remain Stable** -0.10 to but not including 0.10 times average
- ❖ **Slow Decline** Less than -0.10 times average

Supply and Demand — Reflects the level of difficulty San Bernardino County employers said they experience finding qualified applicants to fill vacancies within an occupation. From the job seekers' perspective, it also refers to the level of opportunity (competitiveness) for the applicant who is or would like to become part of this job market. The following terms were used in the Occupational Outlooks and the terms Very, Moderately, and Not were used in a Matrix Box.

- ❖ **Very Difficult** Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.
- ❖ **Moderately Difficult** Employer demand is somewhat greater than the supply of experienced and qualified applicants. Employers may have some difficulty finding experienced and qualified applicants at times, and applicants may find little competition in their job search.

Project Methodology

- ❖ **Not Difficult** Supply of qualified applicants is considerably greater than the demand, creating a very competitive job market for applicants.

The following terms were used in the 1999 Occupational Outlook and the terms Very, Somewhat, A Little and Not were used in a Matrix Box

- ❖ **Very Difficult** Employer demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

- ❖ **Moderately Difficult** Employer demand is somewhat greater than the supply of experienced and qualified applicants. Employers may have some difficulty finding experienced and qualified applicants at times.

- ❖ **A Little Difficult** Worker supply is somewhat larger than demand for qualified applicants, and applicants may experience competition in job seeking.

- ❖ **Not Difficult** Supply of qualified applicants is considerably greater than the demand, creating a very competitive job market for applicants.

Education — This section identifies the minimum level of formal education employers require when hiring a candidate into the occupation. These levels are categorized as follows: Less than High School, High School or Equivalent, Associate Degree (2 year), Bachelor Degree (4 year) and Graduate Study.

Recruitment Methods — This section contains the most successful recruitment methods used by surveyed employers for recruiting personnel to an occupation.

Training and Experience — This section displays the percentage of employers who require or prefer new hires to have prior experience or training in the occupation. The percentage of employers who accept other occupational experience, or training in lieu of experience, is also provided.

Available Training — When available, training providers offering programs related to the occupation are listed. The Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Provider (CTEP). **Training Programs may change frequently and it is recommended that the schools be contacted to verify the information listed.**

Summary Highlights

The following are summarized highlights of the results of the information reported by the employers who responded to the 2002 California Cooperative Occupational Information System survey of the 25 occupations in San Bernardino County.

- ❖ Responses were received from 380 employers, representing a total of 14,658 employees in the occupations studied.

SUPPLY AND DEMAND

The demand was equal to supply for both experienced and inexperienced applicants for almost all of the occupations studied.

Occupations which employers said they have a VERY DIFFICULT time finding experienced applicants:

Elementary School Teachers
Police Patrol Officers

Occupations which employers said they have a NOT DIFFICULT time finding inexperienced applicants:

General Office Clerks

SIZE AND TRENDS

- ❖ 34% of employers surveyed reported growth in their employment levels during the past year while only 22% expected growth over the next two years.
- ❖ 60% of employers surveyed reported stable employment levels during the past year while 76% expect stable employment levels over the next two years.
- ❖ 6% of employers surveyed reported declines in employment levels during the past year while only 2% expect declines over the next two years.
- ❖ Employers surveyed indicated that they hired a total of 653 as a result of new permanent position resulting from growth. Elementary School Teachers had the most new growth positions at 216.
- ❖ Occupations with the highest percentage of employers reporting growth during the past year and expecting growth to continue over the next two years include
 - Elementary School Teachers 50%
 - Nurses Aide 27%
 - Plasterers 27%
 - Plumbers 25%
 - Drywall 25%
- ❖ Occupations with the highest percentage of employers that reported stable employment levels during the past year who are now expecting growth in employment levels over the next two years include:
 - Nurses Aides 19%
 - Plumbers 19%
- ❖ Only one employer surveyed said employment levels in the occupation declined during the last year and are expected to continue to decline over the next two years.

Summary Highlights

RECRUITMENT

Employers said the most successful recruitment methods were:

- ❖ Walk-in Applicants
- ❖ Employee Referrals
- ❖ Newspaper Ads
- ❖ In-House Promotions or Transfers

Occupations Studied in 2002

Automotive Glass Technicians
Carpenters
Cashiers
Child Care Workers
Cooks – Restaurant
Drywall Installers
Electricians
Elementary School Teachers
General Office Clerks
Helpers – Carpenters and Related
Janitors and Cleaners (except Maids and Housekeeping Cleaners)
Legal Secretaries
Loan Officers and Counselors
Machinery Maintenance Mechanics
Medical Assistants
Nurse Aides
Paralegal Personnel
Plasterers and Stucco Masons
Plumbers, Pipefitters, and Steamfitters
Police Patrol Officers
Receptionists and Information Clerks
Registered Nurses
Stock Clerks – Stockroom, Warehouse, Storage Yard
Truck Drivers – Heavy or Tractor Trailer
Truck Drivers – Light, including Deliver and Route Workers



Description

Automotive Glass Technicians install and repair safety glass and related materials on automobiles, trucks, busses, and other vehicles and equipment. Their duties may include inspecting the vehicle for damage or defects; selecting tools and safety equipment and verifying parts; removing old parts and damaged material; cleaning surfaces in preparation for installation; and installing new parts and materials, including the reconnection of any electrical components.



Wages and Benefits

*Some firms pay bonus and commission

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$10.00	\$8.00
New Hires, Experienced	\$7.00 - \$12.00	\$10.00
Experienced, After 3 Years with Firm	\$8.00 - \$15.00	\$12.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	0%	0%	57%	14%	29%	0%	0%	14%
	Dental	0%	0%	57%	0%	29%	0%	0%	29%
	Vision	0%	0%	57%	0%	14%	0%	14%	29%
	Life	14%	0%	43%	0%	29%	0%	0%	29%
other benefits	Sick Leave	43%	0%	0%	0%	14%	0%	29%	29%
	Vacation	71%	29%	0%	0%	0%	0%	14%	0%
	Retirement	0%	0%	29%	0%	29%	0%	29%	29%
	Child Care	0%	0%	0%	0%	0%	0%	86%	29%



Work Patterns

Of responding firms:

- ❖ Full-time 95%, average of 40 hours per week.
- ❖ Part-time 5%, average of 30 hours per week.
- ❖ Shifts: Day 100%, Swing 29%, Nights 14%



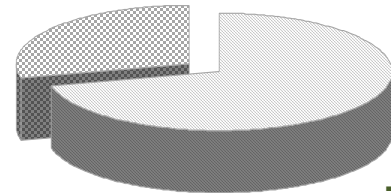
Recruitment Methods

Most successful methods of recruitment:

- ❖ Walk-In Applicants
- ❖ Employee Referrals
- ❖ Internet

education

29%



71%

High School/GED

Less than High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

- ❖ There are no projections available for this occupation.
- ❖ 10% of the employees are female and 90% are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	43%	57%
Projected Over the Next 2 Years	0%	57%	43%

Total employees hired the last 12 months: 8
resulting from:

- ❖ Employees leaving: 25%
- ❖ Promotions: 13%
- ❖ New positions: 63%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	57%	14%	29%	6 to 36 months	17 months
Other Occupational Experience Accepted	0%	100%			
Technical or Vocational Training Required	29%	71%		3 to 6 months	5 months
Training in Lieu of Experience	33%	67%		12 to 24 months	18 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ Ability to exert maximum muscle force to lift, push, pull, or carry objects.
- ❖ Ability to determine the kind of tools and equipment needed to do a job.
- ❖ Ability to install equipment, machines, wiring, or programs to meet specifications.



Local Training Providers

Upon completion of our research, no training provider was found in th San Bernardino County.



Description

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines.



Wages and Benefits

*Some firms pay bonus and commission

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$18.00 - \$18.00	\$7.00 - \$12.00	\$18.00	\$9.00
New Hires, Experienced	\$15.55 - \$19.05	\$8.50 - \$21.00	\$18.00	\$16.00
Experienced, After 3 Years with Firm	\$19.00 - \$29.00	\$18.00 - \$24.00	\$23.35	\$20.50

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	19%	0%	50%	0%	0%	0%	25%	25%
	Dental	13%	0%	44%	0%	6%	0%	31%	25%
	Vision	13%	0%	31%	0%	6%	0%	44%	25%
	Life	19%	0%	38%	0%	0%	0%	38%	25%
other benefits	Sick Leave	38%	0%	0%	0%	0%	0%	56%	25%
	Vacation	63%	0%	0%	0%	0%	0%	31%	25%
	Retirement	19%	6%	44%	0%	6%	0%	25%	19%
	Child Care	0%	0%	0%	0%	0%	0%	94%	25%



Work Patterns

Of Responding Firms:

- ❖ Full-time 65%, average of 40 hours per week.
- ❖ Part-time 10%, Average of 31 hours per week.
- ❖ Temporary on Call 25%, Average of 36 hours per week.
- ❖ Shifts: Day 100%, Swing 27%

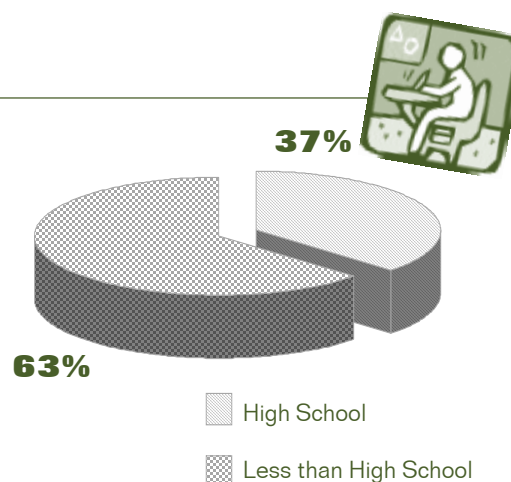


Recruitment Methods

Most successful methods of recruitment:

- ❖ Employee Referrals
- ❖ Walk-In Applicants
- ❖ Union Hall referrals

education



OES code: 871020 • 16 firms responding • representing 973 employees



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- ❖ Size of Occupation: **5,890-7,430 (Very Large)**
- ❖ It is projected that during the **1996-2006** period this occupation will experience a growth rate of **26.1%**. This rate is **about the same as the average** County rate of **26.3%**.
- ❖ Estimated job openings **2,790**.
- ❖ 2% of the employees are female and 98% are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	19%	38%	44%
Projected Over the Next 2 Years	0%	69%	31%

Total employees hired the last 12 months: 284 resulting from:

- ❖ Employees leaving: 18%
- ❖ Promotions: 4%
- ❖ New positions: 33%
- ❖ Temporary positions: 45%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	81%	6%	13%	6 to 36 months	22 months
Other Occupational Experience Accepted	21%	79%		12 to 36 months	20 months
Technical or Vocational Training Required	27%	73%		3 to 48 months	22 months
Training in Lieu of Experience	25%	75%		6 to 12 months	9 months



Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- ❖ The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position.
- ❖ The ability to exert one's self physically over long periods of time without getting winded or out of breath.
- ❖ Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings.
- ❖ The ability to quickly make coordinated movements to grasp, manipulate, or assemble objects.
- ❖ The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.



Local Training Providers

- ❖ Deep Creek Construction School



Description

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.



Wages and Benefits

**Some firms pay bonus and commission*

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$8.00	\$7.71
New Hires, Experienced	\$7.00 - \$8.29	\$7.71
Experienced, After 3 Years with Firm	\$8.57 - \$10.57	\$9.50

Of the firms responding 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	13%	67%	33%	7%	27%	0%	27%
	Dental	27%	13%	60%	33%	0%	20%	13%	33%
	Vision	20%	13%	40%	20%	0%	7%	40%	60%
	Life	40%	27%	33%	27%	0%	7%	27%	40%
other benefits	Sick Leave	67%	20%	7%	7%	0%	0%	27%	73%
	Vacation	87%	60%	0%	7%	0%	0%	13%	33%
	Retirement	13%	13%	53%	40%	13%	13%	20%	33%
	Child Care	0%	0%	0%	0%	0%	0%	100%	100%



Work Patterns

Of responding firms:

- ❖ Full-time 40%, average of 36 hours per week.
- ❖ Part-time 50%, average of 21 hours per week.
- ❖ Seasonal 10%, Average of 22 hours per week
- ❖ Shifts: Day 100%, Swing 87%, Nights 13%.



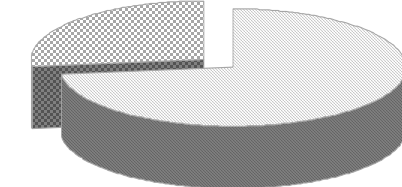
Recruitment Methods

Most successful methods of recruitment:

- ❖ Walk-In-Applicants
- ❖ Newspaper Ads
- ❖ Employee Referrals
- ❖ Job Fairs

education

27%



73%

- High School
- Less than High School



Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

- Size of Occupation: **13,980-17,400 (Very Large)**
- It is projected that during the **1999-2006** period this occupation will experience a growth rate of **24.5%**. This rate averages the County average rate of **26.3%**.
- Estimated job openings **8,410**.
- 74%** of the employees are female and **26%** are male

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	100%	0%

Total employees hired the last 12 months:130
resulting from:

- Employees leaving: 65%
- Promotions: 5%
- New positions: 5%
- Temporary 25%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	7%	40%	53%	6 to 12 months	8 months
Other Occupational Experience Accepted	56%	44%		3 to 12 months	6 months
Technical or Vocational Training Required	0%	100%			
Training in Lieu of Experience	0%	100%			



Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

- The ability to add, subtract, multiply, or divide quickly and correctly.
- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.
- The ability to speak clearly so that it is understandable to a listener.



Local Training Providers

- Colton-Redlands-Yucaipa ROP
- Goodwill Industries of the Inland Counties
- Morongo Unified School District
- San Bernardino Adult Education
- San Bernardino County ROP
- Vision Quest Career Resource Center



Description

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play.



Wages and Benefits

*Some firms pay bonus and commission

*Union and non union combined

Experience	Range	Median
New Hires, No Experience	\$6.75 - \$8.00	\$7.00
New Hires, Experienced	\$7.00 - \$9.14	\$8.00
Experienced, After 3 Years with Firm	\$8.00 - \$11.71	\$10.00

Of the firms responding, 94% were non-union and 6% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	19%	6%	38%	25%	0%	0%	31%	63%
	Dental	13%	0%	38%	25%	0%	0%	38%	69%
	Vision	6%	0%	38%	25%	0%	0%	44%	69%
	Life	19%	6%	25%	13%	0%	0%	44%	75%
other benefit	Sick Leave	63%	19%	0%	6%	0%	0%	25%	69%
	Vacation	63%	50%	0%	0%	0%	0%	25%	44%
	Retirement	13%	6%	25%	13%	19%	6%	31%	69%
	Child Care	19%	13%	19%	19%	6%	0%	44%	63%



Work Patterns

Of responding firms:

- ❖ Full-time 49%, average of 39 hours per week.
- ❖ Part-time 49%, average of 20 hours per week.
- ❖ Temp/On Call 1%, average of 20 hours per week.
- ❖ Seasonal 1%, Average of 12 hours per week
- ❖ Shifts: Day 100%, Swing 25%

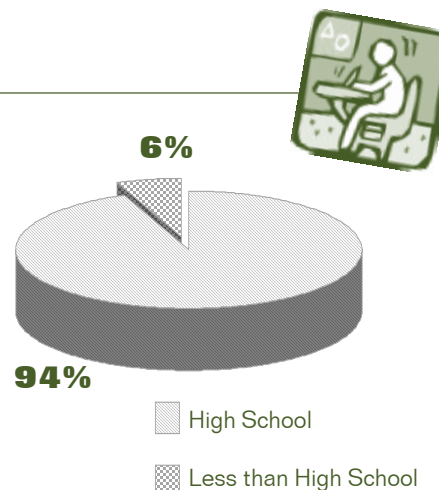


Recruitment Methods

Most successful methods of recruitment:

- ❖ Walk-In Applicants
- ❖ Newspaper Ads
- ❖ Employee Referrals
- ❖ School, Program Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- ❖ Size of Occupation: **1,980-2,670 (Large)**
- ❖ It is projected that during the **1999-2006** period this occupation will experience a growth rate of **34.8%**. This rate is **faster than the average** County rate of **26.3%**.
- ❖ Estimated job openings **850**.
- ❖ **89%** of the employees are female and **11%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	37%	50%
Projected Over the Next 2 Years	6%	75%	19%

Total employees hired the last 12 months: 52
resulting from:

- ❖ Employees leaving: 56%
- ❖ Promotions: 13%
- ❖ New positions: 27%
- ❖ Temporary positions 4%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	56%	6%	38%	6 to 12 months	9 months
Other Occupational Experience Accepted	13%	87%		6 to 12 months	9 months
Technical or Vocational Training Required	69%	31%		6 to 9 months	5 months
Training in Lieu of Experience	13%	87%		3 to 12 months	8 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ Being aware of others' reactions and understanding why they react the way they do.
- ❖ Teaching others how to do something.
- ❖ The ability to communicate information and ideas in speaking so others will understand.
- ❖ Oral communication skills



Local Training Providers

- ❖ American Red Cross
- ❖ Asian American Resource Center
- ❖ Barstow ROP
- ❖ Colton-Redlands Yucaipa Regional ROP
- ❖ Crafton Hills Community College
- ❖ Fontana Unified School District
- ❖ Hesperia ROP
- ❖ RTP School Inc.
- ❖ San Bernardino Adult School
- ❖ San Bernardino Valley College
- ❖ Snowline ROP



Description

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other food-stuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.



Wages and Benefits

**Some firms pay bonus and commission*

Experience	Range	Median
New Hires, No Experience	\$7.71 - \$18.00	\$8.00
New Hires, Experienced	\$7.00 - \$13.50	\$8.00
Experienced, After 3 Years with Firm	\$9.00 - \$16.00	\$10.75

Of the firms responding 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	0%	0%	47%	7%	0%	7%	27%	67%
	Dental	7%	0%	40%	7%	0%	7%	27%	67%
	Vision	7%	0%	20%	0%	0%	7%	47%	73%
	Life	20%	7%	27%	7%	0%	0%	27%	67%
other benefit	Sick Leave	0%	0%	0%	0%	0%	0%	73%	80%
	Vacation	53%	20%	0%	0%	0%	0%	20%	60%
	Retirement	0%	0%	13%	0%	33%	7%	27%	73%
	Child Care	0%	0%	0%	0%	0%	0%	73%	80%



Work Patterns

Of responding firms:

- ❖ Full-time 43%, average of 40 hours per week.
- ❖ Part-time 53%, average of 23 hours per week.
- ❖ Temporary/On Call 4%, average of 19 hours per week
- ❖ Shifts: Day 93%, Swing 100%, Nights 13%.

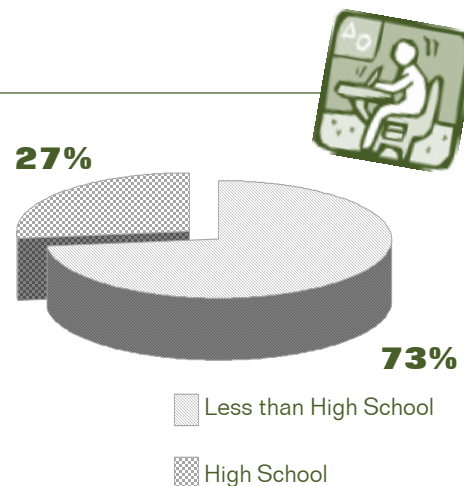


Recruitment Methods

Most successful methods of recruitment:

- ❖ Walk-In Applicants
- ❖ Newspaper Ads
- ❖ Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation: **3,000-3,790 (Very Large)**
- It is projected that during the **1999-2006** period this occupation will experience a growth rate of **26.3%**. This rate is **the same as the average** County rate of **26.3%**.
- Estimated job openings **1,430**.
- 80% of the employees are female and 20% are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	100%	0%

Total employees hired the last 12 months: 46
resulting from:

- Employees leaving: 76%
- Promotions: 2%
- New positions: 11%
- Temporary positions: 11%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	67%	20%	13%	3 to 24 months	10 months
Other Occupational Experience Accepted	9%	91%		0 to 12 months	12 months
Technical or Vocational Training Required	0%	100%			
Training in Lieu of Experience	0%	100%			



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- The ability to plan items on menu.
- The ability to correctly follow a given procedure in order to arrange things or actions in a certain order.
- The ability to remember information such as words, numbers, pictures, and procedures
- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists



Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County



Description

Drywall Installers apply plasterboard or other wallboard to ceiling and interior walls of buildings.



Wages and Benefits

*Some firms pay bonus and commission

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$7.00	\$7.00
New Hires, Experienced	\$10.00 - \$21.50	\$17.00
Experienced, After 3 Years with Firm	\$15.00 - \$25.00	\$20.00

Of the firms responding 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	0%	0%	38%	0%	0%	0%	63%	6%
	Dental	0%	0%	31%	0%	0%	0%	69%	6%
	Vision	0%	0%	19%	0%	0%	0%	81%	6%
	Life	0%	0%	25%	0%	6%	0%	69%	6%
other benefit	Sick Leave	6%	0%	0%	0%	0%	0%	94%	6%
	Vacation	31%	0%	0%	0%	0%	0%	69%	6%
	Retirement	0%	0%	0%	0%	13%	0%	88%	6%
	Child Care	0%	0%	0%	0%	0%	0%	100%	6%



Work Patterns

Of responding firms:

- ❖ Full-time 89%, average of 39 hours per week.
- ❖ Part-time 1%, average of 20 hours per week.
- ❖ Temporary/On Call 10%, average of 40 hours per week
- ❖ Shifts: Day 100%

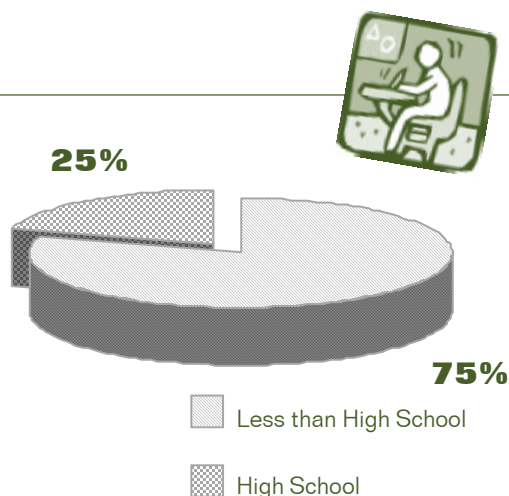


Recruitment Methods

Most successful methods of recruitment:

- ❖ Walk-In Applicants
- ❖ Newspaper Ads
- ❖ Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- ❖ Size of Occupation: **540-700 (Small)**
- ❖ It is projected that during the **1999-2006** period this occupation will experience a growth rate of **29.6%**. This rate is **faster then the average** County rate of **26.3%**.
- ❖ Estimated job openings **220**.
- ❖ 6% of the employees are female and 94% are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	50%	37%
Projected Over the Next 2 Years	0%	69%	31%

Total employees hired the last 12 months: 159
resulting from:

- ❖ Employees leaving: 27%
- ❖ New positions: 23%
- ❖ Temporary: 50%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	94%	0%	6%	6 to 60 months	24 months
Other Occupational Experience Accepted	33%	67%		3 to 24 months	13 months
Technical or Vocational Training Required	6%	94%		6 months	6months
Training in Lieu of Experience	13%	87%		12 months	12 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ The ability to control operations of equipment or systems.
- ❖ The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- ❖ Ability to determine th kind of tools and equipment needed to do a job.



Local Training Providers

- ❖ Apple Valley ROP
- ❖ San bernardino County ROP
- ❖ Snowline ROP



Description

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Protective Signal Installers and Repairers and Street Light Servicers are included.



Wages and Benefits

*Some firms pay bonus and commission

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$0.00 - \$0.00	\$9.00 - \$9.00	\$0.00	\$9.00
New Hires, Experienced	\$12.53 - \$30.00	\$12.00 - \$18.00	\$17.00	\$14.00
Experienced, After 3 Years with Firm	\$14.05 - \$30.00	\$17.00 - \$22.00	\$18.00	\$20.00

Of the firms responding, 80% were non-union and 20% were union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	27%	0%	40%	0%	7%	0%	27%	7%
	Dental	20%	0%	40%	0%	7%	0%	33%	7%
	Vision	13%	0%	20%	0%	7%	0%	60%	7%
	Life	13%	0%	27%	0%	20%	0%	40%	7%
other benefits	Sick Leave	33%	0%	0%	0%	0%	0%	67%	7%
	Vacation	87%	0%	0%	0%	0%	0%	13%	7%
	Retirement	7%	0%	20%	0%	7%	0%	67%	7%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- ❖ Full-time 98%, average of 40 hours per week.
- ❖ Part-time 1%, average of 16 hours per week.
- ❖ Temporary/On Call 1%, average of 25 hours per week
- ❖ Shifts: Day 100%, Swing: 7%

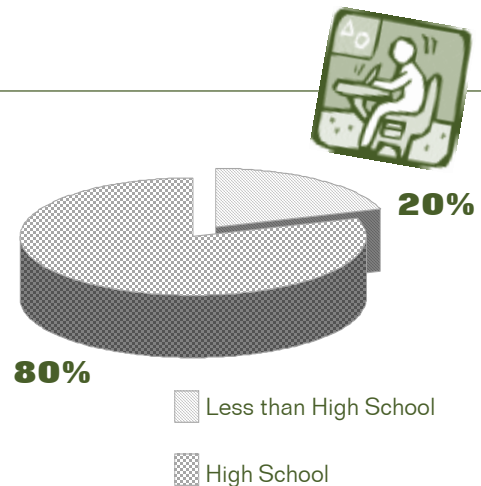


Recruitment Methods

Most successful methods of recruitment:

- ❖ Walk-In Applicants
- ❖ Newspaper Ads
- ❖ Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced	X		



Size and Trends

- ❖ Size of Occupation: **1,890-2,440 (Large)**
- ❖ It is projected that during the **1999-2006** period this occupation will experience a growth rate of **29.1%**. This rate is **faster then the average** County rate of **26.3%**.
- ❖ Estimated job openings **860**.
- ❖ **2%** of the employees are female and **98%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	27%	40%	33%
Projected Over the Next 2 Years	7%	86%	7%

Total employees hired the last 12 months: 48

- ❖ Employees leaving: 35%
- ❖ Promotions: 0%
- ❖ New positions: 65%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	93%	0%	7%	12 to 48 months	29 months
Other Occupational Experience Accepted	20%	80%		12 to 36 months	24 months
Technical or Vocational Training Required	13%	87%		36 months	36months
Training in Lieu of Experience	27%	73%		6 to 24 months	14 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ The ability to quickly make coordinated movements to grasp, manipulate, or assemble objects.
- ❖ The ability to tell when something is wrong or is likely to go wrong.
- ❖ Determining the kind of tools and equipment needed to do a job
- ❖ Determining what is causing an operating error and deciding what to do about it



Local Training Providers

- ❖ Deep Creek Constuction School
- ❖ WVISA Schools



Description

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social and other formative skills. Special Education teachers who teach only handicapped pupils are not included.



Wages and Benefits

*Some firms pay bonus and commission

*Union and non union combined

Experience	Range	Median
New Hires, No Experience	\$13.21 - \$21.09	\$18.47
New Hires, Experienced	\$12.44 - \$24.02	\$18.89
Experienced, After 3 Years with Firm	\$13.21 - \$27.40	\$21.04

Of the firms responding, 13% were non-union and 87% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	63%	13%	38%	44%	0%	6%	0%	6%
	Dental	63%	13%	38%	44%	0%	6%	0%	6%
	Vision	44%	13%	44%	38%	6%	13%	6%	6%
	Life	69%	25%	19%	31%	6%	6%	6%	6%
other benefits	Sick Leave	81%	44%	19%	19%	0%	0%	0%	6%
	Vacation	25%	0%	0%	0%	0%	0%	75%	69%
	Retirement	25%	6%	75%	50%	0%	0%	0%	13%
	Child Care	6%	0%	0%	0%	0%	0%	94%	69%



Work Patterns

Of responding firms:

- ❖ Full-time 94%, average of 37 hours per week.
- ❖ Part-time 6%, average of 22 hours per week.
- ❖ Shifts: Day 100%

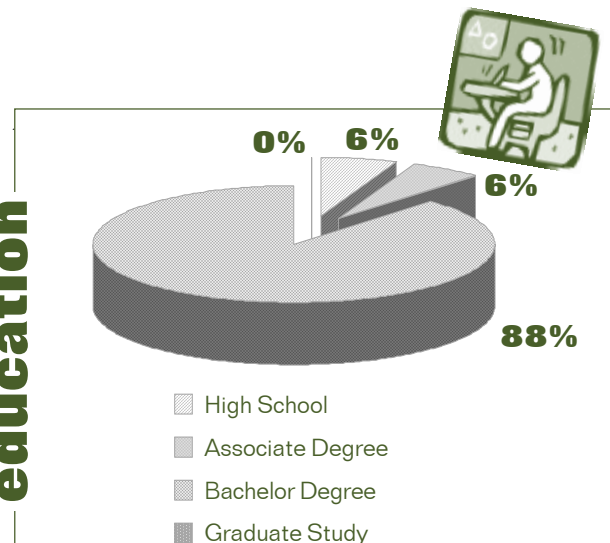


Recruitment Methods

Most successful methods of recruitment:

- ❖ Internet
- ❖ Colleges/Universities
- ❖ Newspaper Ads
- ❖ Job/Recruitment Fairs

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

- Size of Occupation: **10,030-12,470 (Very Large)**
- It is projected that during the **1999-2006** period this occupation will experience a growth rate of **24.3%**. This rate **averages** the County rate of **26.3%**.
- Estimated job openings **4,220**.
- 76%** of the employees are female and **24%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	13%	81%
Projected Over the Next 2 Years	0%	44%	56%

Total employees hired the last 12 months: 493
resulting from:

- Employees leaving: 49%
- Promotions: 5%
- New positions: 45%
- Temporary: 1%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	6%	69%	25%	12 to 24 months	17 months
Other Occupational Experience Accepted	0%	100%			
Technical or Vocational Training Required	13%	87%		12 months	12 months
Training in Lieu of Experience	60%	40%		12 to 24 months	16 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- Classroom management skills.
- Possession of a state teachers' certificate.
- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- The ability to communicate information and idea in speaking so others will understand.
- The ability to choose the right mathematical methods or formulas to solve a problem.



Local Training Providers

- California State University, San Bernardino
- Chaffey Community College
- Chapman University



Description

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$12.11 - \$12.11	\$7.00 - \$9.00	\$12.11	\$8.00
New Hires, Experienced	\$8.50 - \$14.40	\$7.00 - \$15.34	\$12.42	\$10.00
Experienced, After 3 Years with Firm	\$12.44 - \$15.28	\$8.50 - \$16.30	\$14.00	\$12.00

Of the firms responding, 50% were non-union and 50% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	44%	0%	39%	17%	11%	6%	6%	28%
	Dental	44%	0%	39%	11%	11%	6%	6%	33%
	Vision	44%	0%	28%	11%	11%	6%	17%	33%
	Life	67%	11%	11%	6%	17%	6%	6%	28%
other benefits	Sick Leave	89%	11%	0%	6%	0%	0%	11%	33%
	Vacation	100%	22%	0%	6%	0%	0%	0%	22%
	Retirement	44%	6%	33%	11%	6%	17%	17%	17%
	Child Care	6%	0%	0%	11%	0%	0%	94%	50%



Work Patterns

Of responding firms:

- ❖ Full-time 94%, average of 40 hours per week.
- ❖ Part-time 6%, average of 21 hours per week.
- ❖ Shifts: Day 100%

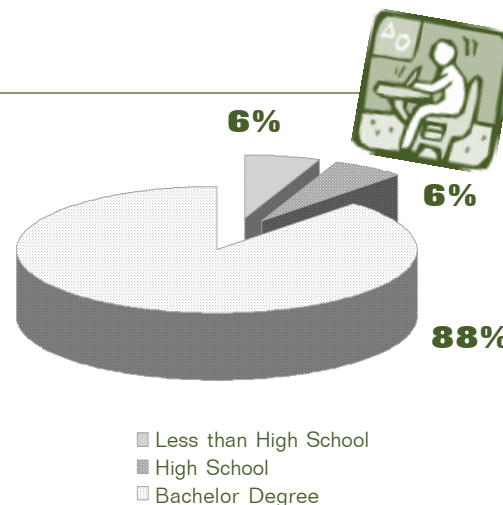


Recruitment Methods

Most successful methods of recruitment:

- ❖ Internet
- ❖ Walk-In Applicants
- ❖ Newspaper Ads
- ❖ In-House Promotions or Transfers

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced		X	



Size and Trends

- ❖ Size of Occupation: **13,520-16,750 (Very Large)**
- ❖ It is projected that during the **1999-2006** period this occupation will experience a growth rate of **23.9%**. This rate **averages** the County rate of **26.3%**.
- ❖ Estimated job openings **6,190**.
- ❖ **93%** of the employees are female and **7%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	67%	33%
Projected Over the Next 2 Years	6%	94%	0%

Total employees hired the last 12 months: 89 resulting from:

- ❖ Employees leaving: 81%
- ❖ Promotions: 7%
- ❖ New positions: 12%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	77%	6%	17%	6 to 24 months	12 months
Other Occupational Experience Accepted	38%	63%		6 to 24 months	13 months
Technical or Vocational Training Required	6%	83%	11%	6 to 24 months	14 months
Training in Lieu of Experience	53%	47%		3 to 12 months	7 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ Knowledge of administrative and clerical procedures, office procedures and terminology.
- ❖ Ability to write effectively.
- ❖ The ability to speak clearly so that it is understandable to a listener.
- ❖ Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.



Local Training Providers

- ❖ Apple Valley ROP
- ❖ Asante Family Agency
- ❖ BMR Training Centers
- ❖ By Ways, Inc.
- ❖ Chaffey Adult School
- ❖ Colton Redlands Yucaipa ROP
- ❖ Computer Skills Center of Upland (CSC)
- ❖ Crest Computer Institute
- ❖ Friendly Computer Networks, Inc.
- ❖ Goodwill Industries of the Inland Empire
- ❖ Inland Technical Skills Center
- ❖ Premier Training Centers
- ❖ Professional Career Institute
- ❖ RTP School
- ❖ San Bernardino County ROP
- ❖ Skadron College-San Bernardino
- ❖ Sunny College
- ❖ Victor Valley College
- ❖ Yucaipa Calimesa Jr. Unified Adult School

San Bernardino County CCOIS



Description

Carpenters' Helpers and Related Workers help Carpenters or carpentry related craft workers by performing duties of lesser skill. Their duties include supplying or holding materials or tools and cleaning work area and equipment. Not included are apprentice workers or construction or maintenance laborers who do not primarily assist Carpenters or carpentry related craft workers.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$12.00	\$10.00
New Hires, Experienced	\$8.00 - \$15.00	\$10.00
Experienced, After 3 Years with Firm	\$10.00 - \$18.00	\$14.00

Of the firms responding, 93% were non-union and 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	7%	0%	53%	0%	0%	0%	40%	0%
	Dental	0%	0%	40%	0%	7%	0%	53%	0%
	Vision	0%	0%	20%	0%	7%	0%	73%	0%
	Life	7	0%	27%	0%	7%	0%	60%	0%
other benefits	Sick Leave	13%	0%	0%	0%	0%	0%	87%	0%
	Vacation	60%	0%	0%	0%	0%	0%	40%	0%
	Retirement	13%	0%	13%	0%	20%	0%	43%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- ❖ Full-time 87%, average of 40 hours per week.
- ❖ Temporary/On Call 13%, average of 39 hours per week.
- ❖ Shifts: Day 100%, Swing 7%, Nights 0%

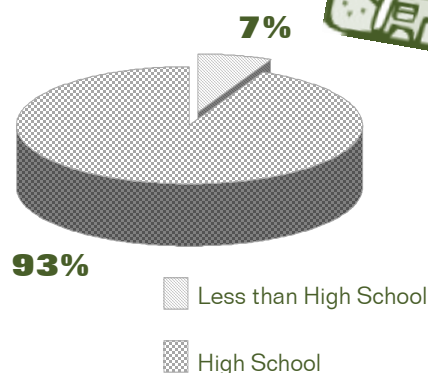


Recruitment Methods

Most successful methods of recruitment:

- ❖ Employee Referrals
- ❖ Walk-In Applicants
- ❖ Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced	X		



Size and Trends

- Size of Occupation: **1,220-1,560 (Medium)**
- It is projected that during the **1999-2006** period this occupation will experience a growth rate of **27.9%**. This rate is **faster than the average** County rate of **26.3%**.
- Estimated job openings **800**.
- 1%** of the employees are female and **99%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	60%	27%
Projected Over the Next 2 Years	0%	80%	20%

Total employees hired the last 12 months: 115
resulting from:

- Employees leaving: 46%
- Promotions: 18%
- New positions: 10%
- Temporary positions: 26%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	13%	54%	33%	6 to 12 months	10 months
Other Occupational Experience Accepted	14%	86%		3 months	3 months
Technical or Vocational Training Required	0%	100%			
Training in Lieu of Experience	14%	86%		6 months	6 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- The ability to keep or regain one's body balance or stay upright when in an unstable position.
- The ability to exert one's self physically over long periods of time without getting winded or out of breath.
- The ability to determine the kind of tools and equipment needed to do a job.



Local Training Providers

- Deep Creek Construction School



Description

Janitors and Cleaners (except Maids and Housekeeping Cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$8.00 - \$12.50	\$7.00 - \$8.57	\$11.70	\$7.00
New Hires, Experienced	\$10.00 - \$12.71	\$7.00 - \$10.80	\$11.86	\$8.00
Experienced, After 3 Years with Firm	\$11.85 - \$14.90	\$7.00 - \$13.00	\$13.00	\$9.71

Of the firms responding, 56% were non-union and 44% were union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	44%	0%	19%	31%	0%	6%	19%	31%
	Dental	44%	0%	19%	31%	0%	6%	19%	31%
	Vision	50%	0%	13%	31%	0%	6%	19%	31%
	Life	50%	0%	13%	31%	0%	6%	19%	31%
other benefits	Sick Leave	63%	31%	0%	13%	0%	0%	19%	25%
	Vacation	63%	31%	0%	13%	0%	0%	19%	25%
	Retirement	38%	13%	19%	13%	6%	13%	19%	31%
	Child Care	6%	0%	0%	0%	0%	0%	75%	69%



Work Patterns

Of responding firms:

- ❖ Full-time 72%, average of 37 hours per week.
- ❖ Part-time 21%, average of 22 hours per week.
- ❖ Temporary/On Call 7%, average of 28 hours per week.
- ❖ Shifts: Day 81%, Swing 75%, Nights 6%

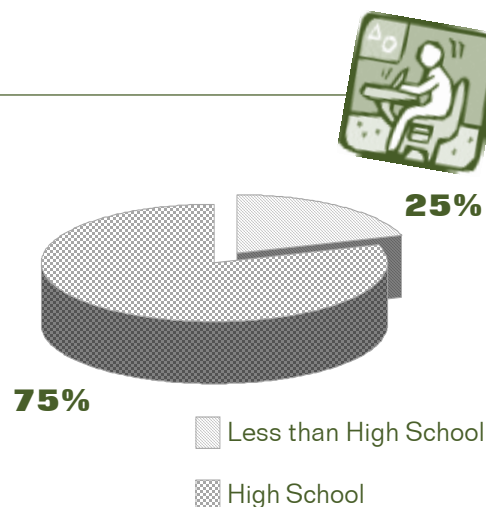


Recruitment Methods

Most successful methods of recruitment:

- ❖ Walk-In Applicants
- ❖ Newspaper Ads
- ❖ Employee Referrals
- ❖ Internet

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



Size and Trends

- ❖ Size of Occupation: **7,140-8,640 (Very Large)**
- ❖ It is projected that during the **1999-2006** period this occupation will experience a growth rate of **21.0%**. This rate is **slower than the average** County rate of **26.3%**.
- ❖ Estimated job openings **2,710**.
- ❖ **25%** of the employees are female and **75%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	63%	31%
Projected Over the Next 2 Years	6%	69%	25%

Total employees hired the last 12 months: 162
resulting from:

- ❖ Employees leaving: 54%
- ❖ New positions: 17%
- ❖ Temporary positions: 29%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	44%	25%	31%	3 to 12 months	9 months
Other Occupational Experience Accepted	36%	64%		6 to 12 months	11 months
Technical or Vocational Training Required	0%	100%			
Training in Lieu of Experience	33%	67%		3 to 6 months	5 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- ❖ The ability to exert one's self physically over long periods of time.



Local Training Providers

- ❖ Barstow ROP
- ❖ Fontana Unified School District
- ❖ San Bernardino Adult Education
- ❖ San Bernardino County ROP



Description

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range	Median
New Hires, No Experience	\$6.90 - \$12.89	\$9.21
New Hires, Experienced	\$8.00 - \$16.68	\$14.38
Experienced, After 3 Years with Firm	\$9.00 - \$20.71	\$15.53

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	40%	7%	47%	13%	0%	0%	0%	7%
	Dental	13%	7%	33%	7%	7%	0%	33%	13%
	Vision	7%	7%	27%	7%	7%	0%	47%	13%
	Life	20%	0%	27%	7%	7%	0%	33%	20%
other benefits	Sick Leave	80%	13%	0%	0%	0%	0%	7%	13%
	Vacation	87%	20%	0%	0%	0%	0%	0%	7%
	Retirement	27%	7%	13%	0%	20%	7%	27%	13%
	Child Care	0%	0%	0%	0%	0%	0%	87%	27%



Work Patterns

Of responding firms:

- ❖ Full-time 87%, average of 40 hours per week.
- ❖ Part-time 13%, average of 26 hours per week.
- ❖ Shifts: Day 100%

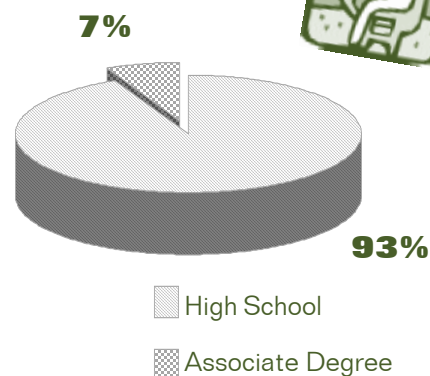


Recruitment Methods

Most successful methods of recruitment:

- ❖ Newspaper Ads
- ❖ Employee Referrals
- ❖ School, Program Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

- ❖ Size of Occupation: **610-830 (Small)**
- ❖ It is projected that during the **1999-2006** period this occupation will experience a growth rate of **36.1%**. This rate is **faster than the average** County rate of **26.3%**.
- ❖ Estimated job openings **300**.
- ❖ **96%** of the employees are female and **4%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	67%	33%

Total employees hired the last 12 months: 25 resulting from:

- ❖ Employees leaving: 56%
- ❖ Promotions: 28%
- ❖ New positions: 16%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	80%	0%	20%	3 to 36 months	19 months
Other Occupational Experience Accepted	33%	67%		3 to 12 months	10 months
Technical or Vocational Training Required	0%	100%			
Training in Lieu of Experience	20%	80%		6 to 12 months	8 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ Managing one's own time and the time of others.
- ❖ Communicating effectively with others in writing as indicated by the needs of the audience.
- ❖ Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology.
- ❖ Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- ❖ Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.



Local Training Providers

- ❖ San Bernardino Adult Education
- ❖ San Bernardino Valley College
- ❖ Somos Hermanas Unidas
- ❖ Training Technologies College
- ❖ United Education Institute
- ❖ Victor Valley College
- ❖ West Coast College
- ❖ Barstow College
- ❖ Bryman College
- ❖ Chaffey Adult School
- ❖ Redlands-Colton-Yucaipa ROP
- ❖ Crafton Hills Community College
- ❖ Inland Valley School of Law
- ❖ Professional Career Institute



Description

Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. Such occupations as Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers are included.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range	Median
New Hires, No Experience	\$11.51 - \$11.51	\$11.51
New Hires, Experienced	\$7.67 - \$18.94	\$14.92
Experienced, After 3 Years with Firm	\$11.00 - \$25.57	\$18.00

Of the firms responding, 93% were non-union and 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	7%	60%	0%	7%	0%	13%	0%
	Dental	27%	7%	60%	0%	0%	0%	13%	0%
	Vision	7%	0%	53%	0%	13%	7%	27%	0%
	Life	13%	0%	53%	0%	20%	7%	13%	0%
other benefits	Sick Leave	80%	7%	7%	0%	0%	0%	13%	0%
	Vacation	87%	7%	7%	0%	0%	0%	7%	0%
	Retirement	0%	0%	67%	0%	20%	7%	13%	0%
	Child Care	0%	0%	13%	0%	0%	0%	87%	7%

**Other Benefits: Employee Home Loan Program, Stock Options*



Work Patterns

Of responding firms:

- ❖ Full-time 99%, average 42 hours per week.
- ❖ Part-time 1%, average 20 hours per week.
- ❖ Shifts: Day 100%

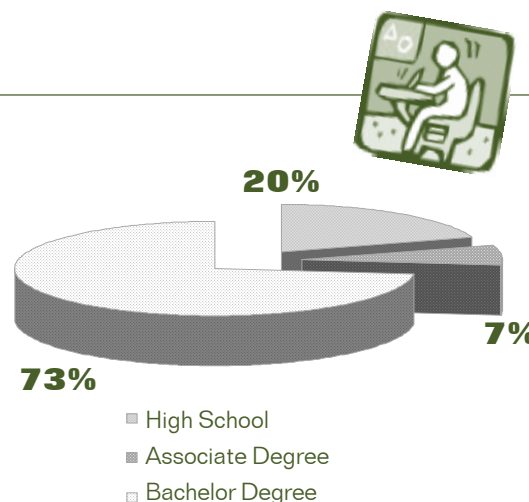


Recruitment Methods

Most successful methods of recruitment:

- ❖ Employee Referrals
- ❖ In-House Promotion or Transfer
- ❖ Newspaper Ads
- ❖ College/Universities

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

- Size of Occupation: **900-1,250 (Medium)**
- It is projected that during the **1999-2006** period this occupation will experience a growth rate of **38.9%**. This rate is **much faster** than the average County rate of **26.3%**.
- Estimated job openings **510**.
- 65%** of the employees are female and **35%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	80%	20%

Total employees hired the last 12 months: 31
resulting from:

- Employees leaving: 67%
- Promotions: 10%
- New positions: 23%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	86%	7%	7%	12 to 36 months	22 months
Other Occupational Experience Accepted	50%	50%	0%	6 to 24 months	16 months
Technical or Vocational Training Required	0%	100%	0%		
Training in Lieu of Experience	29%	71%	0%	12 to 36 months	24 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- The ability to add, subtract, multiply, or divide quickly and correctly.
- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- The ability to read and understand information and ideas presented in writing.
- The ability to communicate information and ideas in speaking so others will understand.



Local Training Providers

- Apple Valley ROP
- BMR Training Centers
- Chaffey Community College
- Monongo Unified School District ROP
- Skadron College



Description

Machinery Maintenance Mechanics repair and maintain the operating condition of industrial production and processing machinery, printing machinery, and refinery and pipeline distribution systems. Their duties include repairing in accordance with diagrams, operating manuals, or manufacturer's specifications, machinery and mechanical equipment, such as pumps, conveyor systems, and motors. Millwrights and Mobile Heavy Equipment Mechanics, such as crane, bulldozer, grader, or conveyor mechanics are not included.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$0.00 - \$0.00	\$0.00 - \$0.00	\$0.00	\$0.00
New Hires, Experienced	\$10.85 - \$19.07	\$11.00 - \$15.00	\$15.23	\$14.00
Experienced, After 3 Years with Firm	\$12.52 - \$23.25	\$13.00 - \$21.00	\$17.69	\$18.00

Of the firms responding, 67% were union, 33% were non-union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	27%	0%	60%	7%	7%	0%	7%	0%
	Dental	27%	0%	60%	7%	7%	0%	7%	0%
	Vision	13%	0%	53%	7%	7%	0%	27%	0%
	Life	60%	7%	27%	0%	7%	0%	7%	0%
other benefits	Sick Leave	80%	7%	7%	0%	0%	0%	13%	0%
	Vacation	93%	7%	7%	0%	0%	0%	0%	0%
	Retirement	20%	0%	33%	7%	27%	0%	20%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	7%



Work Patterns

Of responding firms:

- ❖ Full-time 98%, average of 43 hours per week.
- ❖ Part-time 2%, average 25 hours per week.
- ❖ Shifts: Day 100%, Swing 47%, Nights 27%

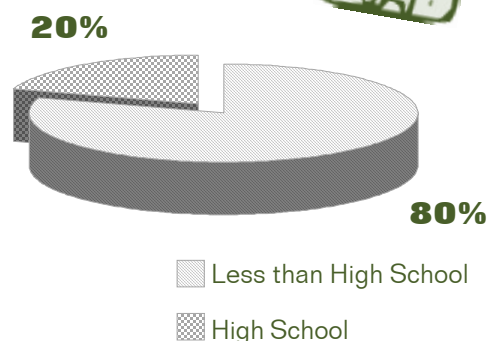


Recruitment Methods

Most successful methods of recruitment:

- ❖ Walk-In Applicants
- ❖ Employee Referrals
- ❖ Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			



Size and Trends

- ❖ Size of Occupation: **210-260 (Small)**
- ❖ It is projected that during the **1999-2006** period this occupation will experience a growth rate of **23.8%**. This rate **averages the** County rate of **26.3%**.
- ❖ Estimated job openings **90**.
- ❖ **100%** of the employees are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	93%	7%

Total employees hired the last 12 months: 37
resulting from:

- ❖ Employees leaving: 78%
- ❖ Promotions: 3%
- ❖ New positions: 19%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	100%	0%		6 to 36 months	31 months
Other Occupational Experience Accepted	8%	92%		24 months	24 months
Technical or Vocational Training Required	13%	87%		6 to 36 months	21 months
Training in Lieu of Experience	27%	73%		12 to 36 months	18 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ Ability to perform routine maintenance and determining when and what kind of maintenance is needed.
- ❖ Ability to quickly and repeatedly make precise adjustments in moving the controls of a machine or vehicle to exact positions.
- ❖ Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance.
- ❖ Ability to determine the kind of tools and equipment needed to do a job.



Local Training Providers

- ❖ Deep Creek Construction School
- ❖ California Institute of Customer



Description

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range	Median
New Hires, No Experience	\$7.50 - \$9.53	\$8.00
New Hires, Experienced	\$7.25 - \$12.00	\$9.00
Experienced, After 3 Years with Firm	\$9.00 - \$14.00	\$11.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	25%	6%	56%	0%	6%	0%	13%	25%
	Dental	13%	6%	50%	0%	6%	0%	31%	25%
	Vision	0%	0%	38%	0%	6%	0%	56%	31%
	Life	31%	13%	25%	0%	13%	0%	31%	19%
other benefits	Sick Leave	75%	13%	0%	0%	0%	0%	25%	19%
	Vacation	100%	25%	0%	0%	0%	0%	0%	6%
	Retirement	13%	0%	13%	0%	31%	19%	44%	13%
	Child Care	6%	0%	0%	0%	0%	0%	94%	31%



Work Patterns

Of responding firms:

- ❖ Full-time 87%, Average of 40 hours per week.
- ❖ Part-time 13%, Average of 22 hours per week.
- ❖ Shifts: Day 100% Swing 19% Nights 0%.

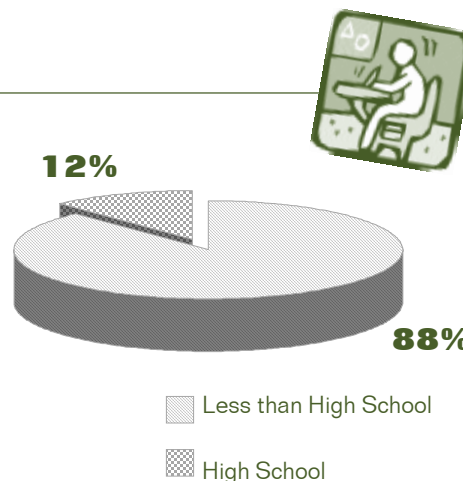


Recruitment Methods

Most successful methods of recruitment:

- ❖ School, Program Referrals
- ❖ Employee Referrals
- ❖ Walk-In Applicants
- ❖ In-House Promotion or Transfer

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation: **1,800-2,380 (Large)**
- It is projected that during the **1999-2006** period this occupation will experience a growth rate of **32.2%**. This rate **faster than the average** County rate of **26.3%**.
- Estimated job openings **940**.
- 85%** of the employees are female and **15%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	44%	50%
Projected Over the Next 2 Years	0%	75%	25%

Total employees hired the last 12 months: 62 resulting from:

- Employees leaving: 74%
- Promotions: 5%
- New positions: 21%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	44%	19%	37%	3 to 24 months	12 months
Other Occupational Experience Accepted	15%	85%		12 to 24 months	18 months
Technical or Vocational Training Required	69%	25%	6%	6 to 9 months	8 months
Training in Lieu of Experience	62%	38%	0%	3 to 12 months	8 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities.
- The ability to communicate information and ideas in speaking so others will understand.
- Knowledge of administrative and clerical procedures and systems
- The ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions.



Local Training Providers

- American College of Health Professionals
- Apple Valley ROP
- BMR Training Centers
- Barstow College
- Barstow ROP
- Bryman College
- California Health Institute Inc.
- Career Colleges of America
- Colton Redlands Yucaipa ROP
- Concorde Career Institute Inc.
- Fontana Unified School District
- Friendly Computer Networks, Inc.
- Hesperia ROP
- Lucerne Valley Adult School
- Monrongo Unified School District
- Premier Training Centers
- San Bernardino Adult Education
- Skadron College-San Bernardino
- Snowline ROP
- Summit Career College
- United Education Institute
- Victor Valley College
- West Coast College



Description

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Psychiatric Aides and Home Health Aides are not included.



Wages and Benefits

*Some firms pay bonus and commission.

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$9.00	\$7.82
New Hires, Experienced	\$7.00 - \$10.00	\$8.00
Experienced, After 3 Years with Firm	\$8.00 - \$11.00	\$10.00

Of the firms responding, 87% were union and 13% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	7%	0%	73%	40%	7%	0%	7%	13%
	Dental	20%	7%	53%	33%	13%	0%	7%	13%
	Vision	7%	0%	47%	27%	7%	0%	33%	27%
	Life	33%	20%	27%	13%	13%	0%	20%	20%
other benefits	Sick Leave	47%	20%	7%	7%	0%	0%	40%	27%
	Vacation	67%	27%	13%	13%	0%	0%	13%	13%
	Retirement	7%	0%	27%	20%	20%	7%	40%	27%
	Child Care	0%	0%	0%	0%	0%	0%	93%	53%



Work Patterns

Of Responding Firms:

- ❖ Full-time 81%, Average of 40 hours per week.
- ❖ Part-time 15%, Average of 24 hours per week.
- ❖ Temporary/On Call 4%, Average of 19 hours per week.
- ❖ Shifts: Day 100% Swing 93% Nights 87%.

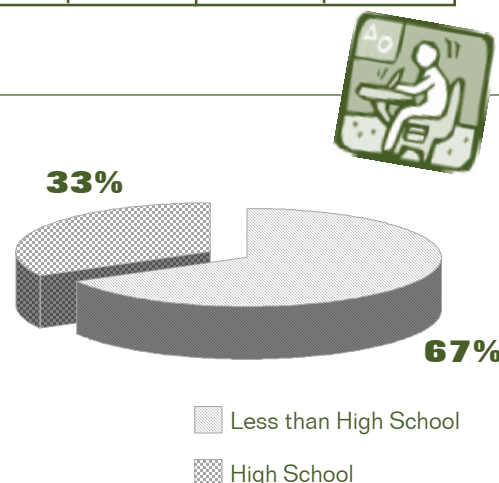


Recruitment Methods

Most successful methods of recruitment:

- ❖ Newspaper Ads
- ❖ Walk-In Applicants
- ❖ Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

- ❖ Size of Occupation **4,340-5,370 (Very Large)**
- ❖ It is projected that during the **1999-2006** period this occupation will experience a growth rate of **23.7%**. This rate **averages** the County rate of **26.3%**.
- ❖ Estimated job openings **1,500**.
- ❖ **77%** of the employees are female and **23%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	53%	40%
Projected Over the Next 2 Years	0%	47%	53%

Total Employees hired the last 12 months: 197 resulting from:

- ❖ Employees leaving: 73%
- ❖ Promotions: 5%
- ❖ New Positions: 21%
- ❖ Temporary Positions: 1%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	20%	27%	53%	3 to 12 months	7 months
Other Occupational Experience Accepted	10%	90%		6 months	6 months
Technical or Vocational Training Required	47%	40%	13%	3 to 9 months	6 months
Training in Lieu of Experience	45%	55%		3 to 6 months	5 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- ❖ Knowledge of principles and processes for providing customer and personal services.
- ❖ The ability to use one's abdominal and lower back muscles to support part of the body repeatedly or continuously over time.



Local Training Providers

- ❖ American Red Cross
- ❖ Apple Valley ROP
- ❖ Chaffey Adult School
- ❖ College of the Desert/Copper Mountain
- ❖ Colton Redlands Yucaipa ROP
- ❖ Four D Success Academy Inc.
- ❖ Hesperia ROP
- ❖ Morongo Unified School District
- ❖ Redlands Adult School
- ❖ San Bernardino Adult School
- ❖ San Bernardino County ROP
- ❖ Universal Nursing Systems, Inc.
- ❖ Victor Valley College



Description

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range	Median
New Hires, No Experience	\$12.95 - \$12.95	\$12.95
New Hires, Experienced	\$8.44 - \$20.71	\$15.50
Experienced, After 3 Years with Firm	\$11.00 - \$23.59	\$17.63

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	38%	6%	38%	13%	0%	0%	19%	31%
	Dental	25%	6%	25%	6%	6%	0%	38%	38%
	Vision	6%	6%	25%	6%	6%	0%	56%	38%
	Life	13%	0%	38%	19%	6%	0%	38%	31%
other benefits	Sick Leave	75%	25%	0%	0%	0%	0%	19%	25%
	Vacation	81%	31%	0%	0%	0%	0%	13%	19%
	Retirement	19%	13%	25%	6%	13%	0%	38%	31%
	Child Care	0%	0%	0%	0%	0%	0%	94%	50%



Work Patterns

Of Responding Firms:

- ❖ Full-time 73%, Average of 40 hours per week.
- ❖ Part-time 27%, Average of 21 hours per week.
- ❖ Shifts: Day 100%

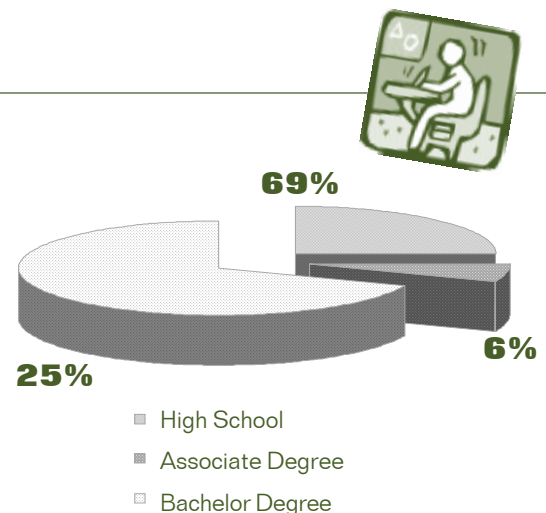


Recruitment Methods

Most successful methods of recruitment:

- ❖ Employee Referrals
- ❖ School, Program Referrals
- ❖ College Universities
- ❖ Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

- ❖ Size of Occupation **130-220 (Small)**
- ❖ It is projected that during the **1999-2006** period this occupation will experience a growth rate of **69.2%**. This rate is much faster than the average County rate of **26.3%**.
- ❖ Estimated job openings 100.
- ❖ 68% of the employees are female and 32% are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	62%	25%
Projected Over the Next 2 Years	0%	81%	19%

Total Employees hired the last 12 months: 16
Resulting from:

- ❖ Employees leaving: 69%
- ❖ Promotions: 6%
- ❖ New Positions: 25%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	87%	0%	13%	3 to 36 months	17 months
Other Occupational Experience Accepted	7%	93%	0%	18 months	18 months
Technical or Vocational Training Required	6%	81%	13%	6 to 9 months	8 months
Training in Lieu of Experience	19%	81%	0%	3 to 6 months	4 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ The ability to quickly make sense of, combine, and organize information into meaningful patterns.
- ❖ Ability to write effectively.
- ❖ Understanding written sentences and paragraphs in work related documents.
- ❖ The ability to shift back and forth between two or more activities or sources of information.
- ❖ Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.



Local Training Providers

- ❖ MTI Collegev
- ❖ Platt College Inc.
- ❖ Professional Career Institute
- ❖ San Bernardino Valley College
- ❖ Victor Valley College
- ❖ Career Colleges of America
- ❖ Inland Valley College
- ❖ Inland Valley University College of Law



Description

Plastering and Stucco Masons apply coats of plaster onto interior or exterior walls, ceilings, and partitions of buildings to produce finished surfaces according to blueprints, architect's drawings, or oral instructions.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range	Median
New Hires, No Experience	\$9.97 - \$10.00	\$9.99
New Hires, Experienced	\$10.00 - \$21.00	\$14.00
Experienced, After 3 Years with Firm	\$14.86 - \$25.00	\$18.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	13%	0%	33%	0%	0%	0%	47%	13%
	Dental	0%	0%	27%	0%	7%	0%	60%	13%
	Vision	0%	0%	27%	0%	7%	0%	60%	13%
	Life	0%	0%	20%	0%	7%	0%	67%	13%
other benefits	Sick Leave	20%	0%	0%	0%	0%	0%	73%	13%
	Vacation	53%	0%	0%	0%	0%	0%	40%	13%
	Retirement	7%	0%	0%	0%	13%	0%	73%	13%
	Child Care	0%	0%	0%	0%	0%	0%	93%	7%



Work Patterns

Of Responding Firms:

- ❖ Full-time 69%, Average of 40 hours per week.
- ❖ Part-time 3%, Average of 24 hours per week.
- ❖ Temporary/On Call 24%, Average of 35 hours per week.
- ❖ Seasonal 4%, Average of 40 hours per week.
- ❖ Shifts: Day 100%, Swing 100%

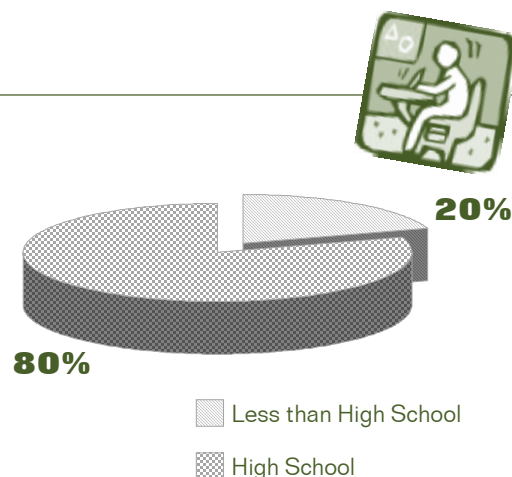


Recruitment Methods

Most successful methods of recruitment:

- ❖ Employee Referrals
- ❖ Walk-In Applicants
- ❖ Newspaper Ads
- ❖ Trade Journal

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- ❖ Size of Occupation **430-590 (Small)**
- ❖ It is projected that during the 1999-2006 period this occupation will experience a growth rate of **37.2%** This rate is **faster than the average** County rate of **26.3%**.
- ❖ Estimated job openings **250**.
- ❖ **3%** of the employees are female and **97%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	73%	27%

Total Employees hired the last 12 months: 135
resulting from:

- ❖ Employees leaving: 45%
- ❖ Temporary Positions: 38%
- ❖ New Positions: 17%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	80%	0%	20%	6 to 36 months	21 months
Other Occupational Experience Accepted	27%	73%		3 to 18 months	11 months
Technical or Vocational Training Required	0%	100%			
Training in Lieu of Experience	7%	93%		3 months	3 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings.
- ❖ The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.



Local Training Providers

- ❖ Apple Valley ROP
- ❖ San Bernardino County ROP
- ❖ Snowline ROP



Description

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems are not included.



Wages and Benefits

*Some firms pay bonus and commission.

Experience	Range	Median
New Hires, No Experience	\$0.00 - \$0.00	\$0.00
New Hires, Experienced	\$10.00 - \$22.00	\$15.93
Experienced, After 3 Years with Firm	\$14.05 - \$28.77	\$21.00

Of the firms responding, 81% were non-union and 19% were union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	50%	0%	44%	0%	0%	0%	6%	0%
	Dental	19%	0%	44%	0%	0%	0%	38%	0%
	Vision	6%	0%	19%	0%	0%	0%	75%	0%
	Life	38%	0%	6%	0%	0%	0%	50%	0%
other benefits	Sick Leave	31%	0%	0%	0%	0%	0%	69%	0%
	Vacation	75%	0%	0%	0%	0%	0%	25%	0%
	Retirement	19%	0%	13%	0%	13%	0%	56%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of Responding Firms:

- ❖ Full-time 99%, Average of 40 hours per week.
- ❖ Temporary/On Call 1%, Average of 20 hours per week.
- ❖ Shifts: Day 100%, Swing 13%, Nights 6%, On Call 6%

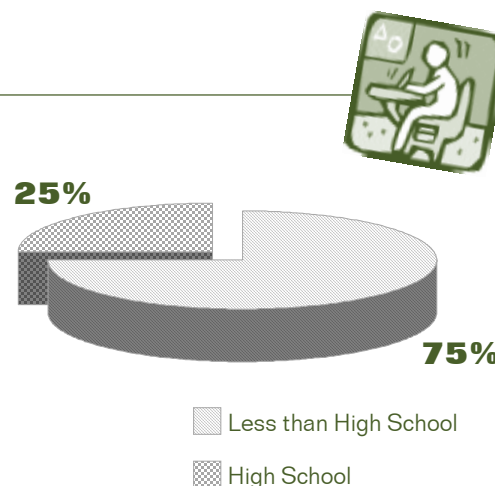


Recruitment Methods

Most successful methods of recruitment:

- ❖ Newspaper Ads
- ❖ Walk-In Applicants
- ❖ Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			



Size and Trends

- Size of Occupation **1,070-1,380 (Medium)**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **29.0%**. This rate is **faster than the average** County rate of **26.3%**.
- Estimated job openings **420**.
- 2%** of the employees are female and **98%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	49%	38%
Projected Over the Next 2 Years	0%	50%	50%



Training and Experience

Total Employees hired the last 12 months: 50
resulting from:

- Employees leaving: 40%
- Promotions: 4%
- New Positions: 54%
- Temporary Positions: 2%

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	100%	0%		6 to 48 months	31 months
Other Occupational Experience Accepted	13%	87%		12 months	12 months
Technical or Vocational Training Required	6%	94%		36 months	36 months
Training in Lieu of Experience	13%	87%		12 months	12 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- Ability to determine the kind of tools and equipment needed to do a job.
- The ability to quickly make coordinated movements to grasp, manipulate, or assemble objects.
- Ability to install equipment to meet specifications.
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance.



Local Training Providers

Upon completion of our research, no training provider was found in th San Bernardino County.



Description

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court.



Wages and Benefits

*Some firms pay bonus and commission.

Experience	Range	Median
New Hires, No Experience	\$15.34 - \$28.36	\$21.22
New Hires, Experienced	\$15.34 - \$24.45	\$21.33
Experienced, After 3 Years with Firm	\$15.82 - \$31.64	\$25.87

Of the firms responding, 100% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	13%	0%	81%	13%	6%	0%	0%	0%
	Dental	25%	0%	63%	13%	13%	0%	0%	0%
	Vision	25%	0%	56%	13%	6%	0%	13%	0%
	Life	63%	6%	31%	6%	6%	0%	0%	0%
other benefits	Sick Leave	100%	13%	0%	0%	0%	0%	0%	0%
	Vacation	100%	13%	0%	0%	0%	0%	0%	0%
	Retirement	38%	0%	63%	13%	0%	0%	0%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	13%



Work Patterns

Of Responding Firms:

- ❖ Full-time 98%, Average of 40 hours per week.
- ❖ Part-time 2%, Average of 21 hours per week.
- ❖ Shifts: Day 100%, Swing 94%, Graveyard 94%.

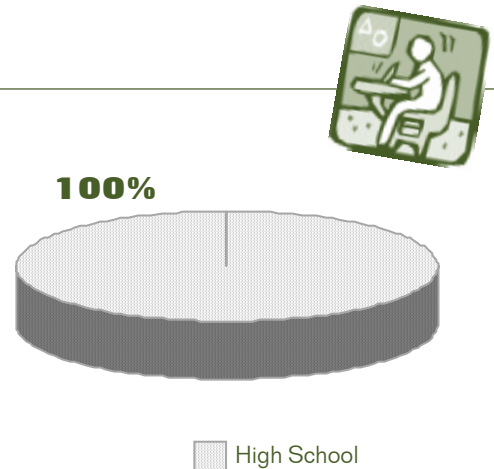


Recruitment Methods

Most successful methods of recruitment:

- ❖ Colleges/Universities
- ❖ Internet
- ❖ In-House Promotions or Transfers
- ❖ Walk-In Applicants
- ❖ Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

- ❖ Size of Occupation **2,390-3,280 (Large)**
- ❖ It is projected that during the 1999-2006 period this occupation will experience a growth rate of **37.2%** This rate is **faster than the average** County rate of **26.3%**.
- ❖ Estimated job openings **1,410**.
- ❖ **9%** of the employees are female and **91%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	44%	56%
Projected Over the Next 2 Years	0%	75%	25%



Training and Experience

Total Employees hired the last 12 months: 93
resulting from:

- ❖ Employees leaving: 52%
- ❖ Promotions: 19%
- ❖ New Positions: 29%

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	38%	31%	31	3 to 12 months	11 months
Other Occupational Experience Accepted	27%	73%		12 to 24months	20 months
Technical or Vocational Training Required	69%	6%	25%	6 to 12 months	8 months
Training in Lieu of Experience	27%	73%	0%	6 to 12 months	8 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ Being aware of others' reactions and understanding why they react the way they do.
- ❖ The ability to quickly respond with the hand, finger, and foot.
- ❖ The ability to weigh the relative costs and benefits of a potential action.
- ❖ The ability to communicate information and ideas in speaking.
- ❖ The ability to communicate information and ideas in writing.



Local Training Providers

- ❖ Apple Valley ROP
- ❖ Barstow ROP
- ❖ Barstow College
- ❖ Colton Redlands Yucaipa ROP
- ❖ Internal Control's Private Investigation
- ❖ Needles ROP
- ❖ San Bernardino County ROP
- ❖ San Bernardino Valley College
- ❖ Victor Valley College
- ❖ Victor Valley ROP
- ❖ Crafton Hills College



Description

Receptionist and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionist who primarily operates switchboards.



Wages and Benefits

*Some firms pay bonus and commission.

*Union and non union combined

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$9.00	\$7.13
New Hires, Experienced	\$7.00 - \$13.57	\$8.75
Experienced, After 3 Years with Firm	\$8.00 - \$15.74	\$10.22

Of the firms responding, 100% were union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	19%	0%	50%	6%	0%	6%	13%	6%
	Dental	19%	0%	50%	6%	0%	6%	13%	6%
	Vision	19%	0%	44%	6%	6%	6%	19%	6%
	Life	13%	0%	44%	0%	0%	19%	19%	0%
other benefits	Sick Leave	38%	6%	6%	0%	0%	0%	38%	13%
	Vacation	63%	6%	6%	0%	0%	0%	13%	13%
	Retirement	25%	0%	31%	0%	6%	13%	19%	6%
	Child Care	0%	0%	0%	0%	0%	0%	81%	19%



Work Patterns

Of Responding Firms:

- ❖ Full-time 94%, Average of 40 hours per week.
 - ❖ Part-time 3%, Average of 24 hours per week.
 - ❖ Temporary/On Call 2%, Average of 20 hours per week.
 - ❖ Seasonal 1%, Average of 25 hours per week.
- Shifts: Day 100%, Swing 13%

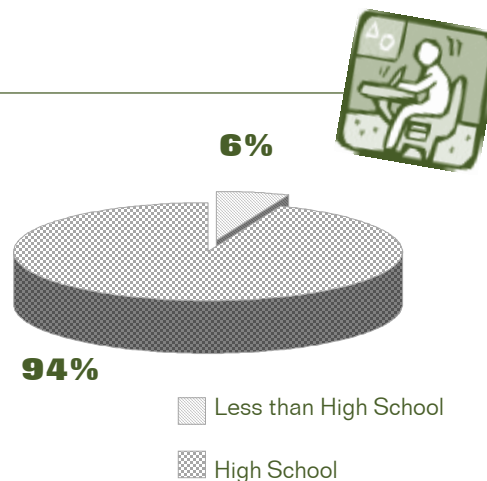


Recruitment Methods

Most successful methods of recruitment:

- ❖ Newspaper Ads
- ❖ Employee Referrals
- ❖ Walk In Applicants

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation **4,860-6,040 (Very Large)**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **24.3%** This rate **averages** the County average rate of **26.3%**.
- Estimated job openings **1,920**.
- 88%** of the employees are female and **12%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	94%	6%
Projected Over the Next 2 Years	6%	81%	13%

Total Employees hired the last 12 months: 71 resulting from:

- Employees leaving: 49%
- Promotions: 47%
- New Positions: 3%
- Temporary Positions 1%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	75%	6%	19%	3 to 12 months	11 months
Other Occupational Experience Accepted	53%	47%		3 to 12 months	9 months
Technical or Vocational Training Required	0%	100%			
Training in Lieu of Experience	33%	67%	0%	3 to 6 months	5 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- The ability to speak clearly.
- Knowledge of principles and processes for providing customer and personal services
- Talking to others to effectively convey information.
- The ability to listen to and understand information and ideas.



Local Training Providers

- Apple Valley ROP
- Asante Family Agency
- BMR Training Centers
- Bear Valley ROP
- By Ways Inc.
- Chaffey Adult School
- Colton Redlands Yucaipa ROP
- Computer Skills Center of Upland (CSC)
- Crest Computer Institute
- Friendly Computer Network Inc.
- Goodwill Industries of the Inland Counties
- Inland Technical Skills Center
- International Air Academy, Inc.
- Premier Training Centers
- Professional Career Institute
- RTP School
- San Bernardino Adult School
- San Bernardino County ROP
- Skadron College San Bernardino
- Sunny College
- Victor Valley College
- Yucaipa Calimesa Jt. Unified Adult School



Description

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required.



Wages and Benefits

*Some firms pay bonus and commission.

*Union and non union combined

Experience	Range	Median
New Hires, No Experience	\$18.00 - \$20.00	\$18.50
New Hires, Experienced	\$18.00 - \$25.00	\$20.00
Experienced, After 3 Years with Firm	\$20.00 - \$28.00	\$24.00

Of the firms responding, 87% were non-union and 13% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	47%	7%	40%	40%	0%	7%	0%	13%
	Dental	53%	13%	27%	20%	7%	20%	0%	13%
	Vision	33%	7%	27%	20%	7%	13%	20%	27%
	Life	67%	20%	7%	13%	0%	7%	13%	27%
other benefits	Sick Leave	87%	40%	0%	7%	0%	7%	0%	13%
	Vacation	87%	40%	0%	7%	0%	7%	0%	13%
	Retirement	20%	0%	40%	20%	13%	20%	13%	20%
	Child Care	0%	0%	7%	0%	0%	0%	80%	60%



Work Patterns

Of Responding Firms:

- ❖ Full-time 71%, Average of 44 hours per week.
- ❖ Part-time 9%, Average of 25 hours per week
- ❖ Temp/On Call, 20% Average of 19 hours per week
- ❖ Shifts: Day 93%, Swing 53%, Nights 47%, On Call 7%.

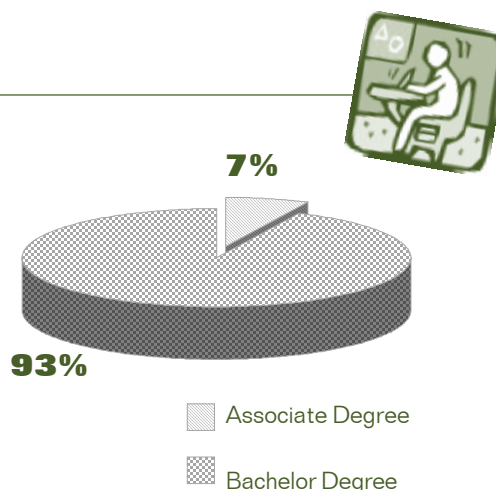


Recruitment Methods

Most successful methods of recruitment:

- ❖ Newspaper Ads
- ❖ Walk-In Applicants
- ❖ College/Universities
- ❖ Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

- ❖ Size of Occupation **8,830-10,640 (Very Large)**
- ❖ It is projected that during the 1999-2006 period this occupation will experience a growth rate of **20.5%** This rate is **slower than the average** County rate of **26.3%**.
- ❖ Estimated job openings **2,910**
- ❖ **90%** of the employees are female and **10%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	87%	13%
Projected Over the Next 2 Years	0%	73%	27%

Total Employees hired the last 12 months: 31 resulting from:

- ❖ Employees leaving: 81%
- ❖ Promotions: 11%
- ❖ New Positions: 1%
- ❖ Temporary Positions 7%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	60%	7%	33%	6 to 36 months	17 months
Other Occupational Experience Accepted	0%	100%	0%		
Technical or Vocational Training Required	29%	71%	0%	9 to 24 months	20 months
Training in Lieu of Experience	29%	71%	0%	3 to 12 months	6 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- ❖ Ability to conduct specified laboratory test.
- ❖ Ability to instruct on topics, such as health education, disease prevention, child birth, and home nursing and develops health improvement programs.
- ❖ Ability to administer local, inhalation, intravenous, and other anesthetics.
- ❖ Ability to discuss cases with physician or obstetrician.
- ❖ Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities.



Local Training Providers

- ❖ San Bernardino Valley College
- ❖ California State University San Bernardino
- ❖ Crafton Hills College
- ❖ Chaffey College
- ❖ Career Colleges of America
- ❖ Loma Linda University
- ❖ Concorde Career Institute Inc.



Description

Stock Clerks-Stockroom, Warehouse, and Storage Yard, receive, store, and issue materials, equipment and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$10.00 - \$10.00	\$7.00 - \$8.57	\$10.00	\$7.71
New Hires, Experienced	\$10.00 - \$12.48	\$7.00 - \$12.00	\$10.58	\$8.29
Experienced, After 3 Years with Firm	\$12.11 - \$16.43	\$9.00 - \$13.00	\$14.00	\$10.00

Of the firms responding, 80% were non-union, 20% were union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	20%	0%	67%	13%	0%	0%	0%	33%
	Dental	20%	0%	60%	13%	0%	0%	7%	33%
	Vision	7%	0%	60%	13%	0%	0%	20%	33%
	Life	27%	7%	47%	13%	7%	0%	7%	27%
other benefits	Sick Leave	67%	7%	0%	7%	0%	0%	20%	33%
	Vacation	87%	27%	0%	0%	0%	0%	0%	20%
	Retirement	7%	0%	53%	27%	13%	0%	13%	20%
	Child Care	0%	0%	0%	0%	0%	0%	87%	47%



Work Patterns

Of Responding Firms:

- ❖ Full-time 73%, Average of 40 hours per week.
- ❖ Part-time 25%, Average of 24 hours per week.
- ❖ Seasonal 2%, Average of 20 hours per week
- ❖ Shifts: Day 87%, Swing 73%, Nights 20%.

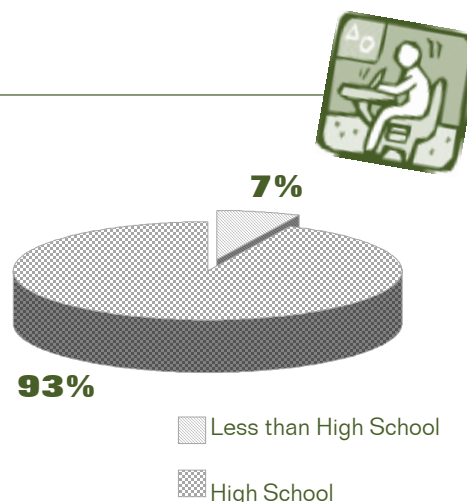


Recruitment Methods

Most successful methods of recruitment:

- ❖ Walk-In Applicants
- ❖ Employee Referrals
- ❖ Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation **4,090-5,190 (Very Large)**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **26.9%** This rate is **about the same as the average** County rate of **26.3%**.
- Estimated job openings **1,580**
- 30%** of the employees are female and **70%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	7%	86%	7%

Total Employees hired the last 12 months: 39 resulting from:

- Employees leaving: 61%
- Promotions: 10%
- New Positions: 21%
- Temporary Positions 8%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	47%	27%	27%	6 to 12 months	8 months
Other Occupational Experience Accepted	30%	70%		6 to 12 months	8 months
Technical or Vocational Training Required	7%	93%	0%		
Training in Lieu of Experience	0%	100%	0%		



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- Knowledge of administrative and clerical procedures and systems.
- The ability to read and understand information.
- The ability to add, subtract, multiply, or divide quickly and correctly.



Local Training Providers

- Apple Valley ROP
- Asante Family Agency
- BMR Training Centers
- By Ways, Inc.
- California State University San Bernardino
- Chaffey Adult School
- Colton Redlands Yucaipa ROP
- Computer Skills Center of Upland (CSC)
- Crest Computer Institute
- Friendly Computer Networks, Inc.
- Goodwill Industries of the Inland Counties
- Inland Technical Skills Center
- Premier Training Centers
- Professional Career Institute
- RTP School
- San Bernardino Adult School
- San Bernardino County ROP
- Skadron College-San Bernardino
- Snowline ROP
- Sunny College
- Victor Valley College
- Yucaipa ROP



Description

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.



Wages and Benefits

**Some firms pay bonus and commission.*

Experience	Range	Median
New Hires, No Experience	\$10.36 - \$10.36	\$10.36
New Hires, Experienced	\$8.89 - \$18.00	\$13.33
Experienced, After 3 Years with Firm	\$8.89 - \$22.50	\$17.00

Of the firms responding, 87% were non-union 13% were union

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	0%	53%	0%	0%	0%	20%	0%
	Dental	27%	0%	47%	0%	7%	0%	20%	0%
	Vision	27%	0%	47%	0%	0%	0%	27%	0%
	Life	33%	0%	33%	0%	7%	0%	27%	0%
other benefits	Sick Leave	47%	0%	0%	0%	0%	0%	53%	0%
	Vacation	87%	0%	0%	0%	0%	0%	13%	0%
	Retirement	7%	0%	40%	0%	20%	0%	33%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of Responding Firms:

- ❖ Full-time 100%, Average of 44 hours per week.
- ❖ Shifts: Day 93%, Swing 33%, Nights 27%, Varied Shifts 13%.

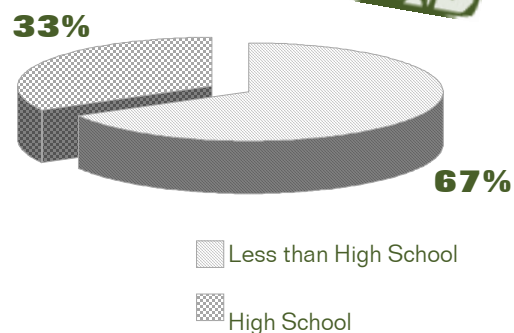


Recruitment Methods

Most successful methods of recruitment:

- ❖ Newspaper Ads
- ❖ Employee Referrals
- ❖ Walk-In Applicants

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

- Size of Occupation **9,430-12,690 (Very Large)**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **34.6%**. This rate is **faster than average** County rate of **26.3%**.
- Estimated job openings **3,460**
- 3%** of the employees are female and **97%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	53%	47%
Projected Over the Next 2 Years	7%	86%	7%

Total Employees hired the last 12 months: 99
resulting from:

- Employees leaving: 78%
- Promotions: 0%
- New Positions: 22%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	93%	0%	7%	6 to 36 months	8 months
Other Occupational Experience Accepted	0%	100%		12 to 24 months	16 months
Technical or Vocational Training Required	13%	73%	13%	3 to 9 months	5 months
Training in Lieu of Experience	7%	93%		6 months	6 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- The ability to quickly respond to signals sound, light, when they appear.
- The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- Driver's license issued by the State and clean driving record.
- Knowledge of principles and methods for moving goods by road, including their relative costs, advantages, and limitations.
- The ability to see objects or movement of objects to one's side when the eyes are focused forward.



Local Training Providers

- Advanced School of Driving Inc
- Operation Hand Up, Inc
- Pilot Trucking School
- Skyway Trucking School
- United States Truck Driving School



Description

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Workers whose duties include sales are not included.



Wages and Benefits

*Some firms pay bonus and commission.

Experience	Range	Median
New Hires, No Experience	\$7.50 - \$8.00	\$8.00
New Hires, Experienced	\$7.00 - \$16.00	\$10.00
Experienced, After 3 Years with Firm	\$9.00 - \$18.00	\$12.00

Of the firms responding, 87% were non-union 13% were union

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	13%	0%	73%	0%	0%	0%	13%	0%
	Dental	7%	0%	80%	0%	0%	0%	13%	0%
	Vision	7%	0%	67%	0%	0%	0%	27%	0%
	Life	13%	0%	53%	0%	7%	0%	27%	0%
other benefits	Sick Leave	67%	0%	0%	0%	0%	0%	33%	0%
	Vacation	100%	0%	0%	0%	0%	0%	0%	0%
	Retirement	13%	0%	40%	0%	7%	0%	40%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of Responding Firms:

- ◆ Full-time 100%, Average of 39 hours per week.
- ◆ Shifts: Day 100%, Swing 20%, Nights 13%.



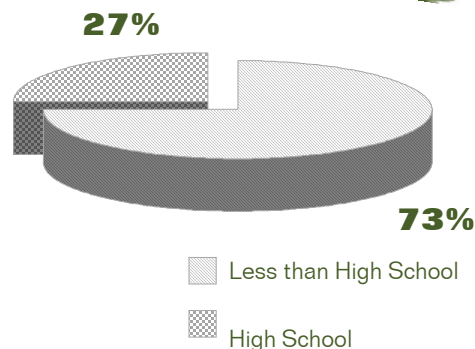
Recruitment Methods

Most successful methods of recruitment:

- ◆ Newspaper Ads
- ◆ Employee Referrals
- ◆ Walk-In Applicants



education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

- Size of Occupation **7,410-9,960 (Very Large)**
- It is projected that during the 1999-2006 period this occupation will experience a growth rate of **34.4%** This rate is **faster than average** County rate of **26.3%**.
- Estimated job openings **3,410**
- 10%** of the employees are female and **90%** are male.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	87%	13%

Total Employees hired the last 12 months: 39
resulting from:

- Employees leaving: 69%
- Promotions: 8%
- New Positions: 23%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred	Range	Average
Work Experience Required	60%	20%	20%	6 to 36 months	17 months
Other Occupational Experience Accepted	25%	75%		12 to 24 months	16 months
Technical or Vocational Training Required	0%	100%			
Training in Lieu of Experience	8%	92%		3 months	3 months



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

- The ability to quickly respond to signals sound, light, when they appear.
- The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- Driver's license issued by the State and clean driving record.
- Knowledge of principles and methods for moving goods by road, including their relative costs, advantages, and limitations.
- The ability to see objects or movement of objects to one's side when the eyes are focused forward.



Local Training Providers

- Advanced School of Driving Inc
- Operation Hand Up, Inc
- Pilot Trucking School
- Skyway Trucking School
- United States Truck Driving School

Occupations Studied in 2001

Automotive Body and Related Repairers
Automotive Mechanics
Bill and Account Collectors
Combination Machine Tool Operators and Tenders
Combination Machine Tool Setters and Set-up Operators
Computer Support Specialists
Counter and Rental Clerks
Forklift Operators
General Managers and Top Executives
Hand Packers and Packagers
Heating, Air Conditioning & Refrigeration Mechanics
Helpers – Painters, Paperhangers, Plasterers & Stucco Masons
Human Services Workers
Instructional Aides
Laborers – Landscaping and Groundskeeping
Numerical-Control Machine-Tool Operators & Tenders-Metal & Plastic
Order Clerks – Materials, Merchandise and Service
Order Fillers – Wholesale and Retail Sales
Production, Planning and Expediting Clerks
Secretaries (except Legal and Medical)
Sewing Machine Operators (nongarment)
Teachers – Secondary School
Veterinary Assistants
Weighers, Measurers, Checkers and Samplers – Recordkeeping



Description

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$6.25 - \$10.80	\$10.47
New Hires, Experienced	\$7.00 - \$12.00	\$10.00
Experienced, After 3 Years with Firm	\$8.50 - \$23.97	\$15.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All	Share the Cost	Employee Pays All	Not Provided
insurance	Medical	20%	20%	7%	53%
	Dental	0%	13%	13%	73%
	Vision	0%	20%	7%	73%
	Life	13%	7%	7%	73%
other benefits	Sick Leave	40%	0%	0%	60%
	Vacation	67%	0%	0%	33%
	Retirement	7%	20%	0%	73%
	Child Care	0%	0%	0%	100%



Work Patterns

Of responding firms:

- Full-time 100%, average of 40 hours per week.
- Shifts: Day 100%
- 1% of the employees are female, 99% are male.

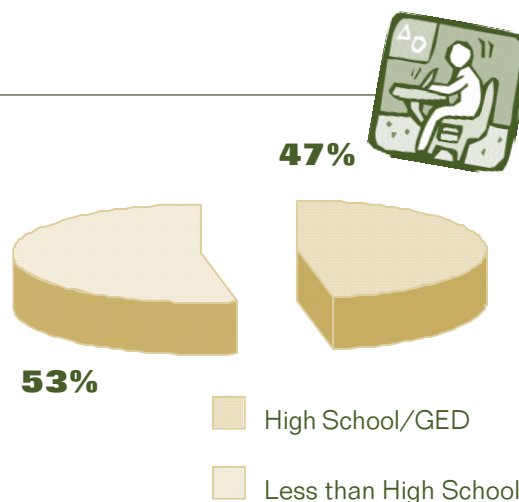


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 1,050-1,320 (Medium)

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 25.7%. This rate is faster than the average County rate of 21.1%. Estimated job openings 510.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	73%	20%
Projected Over the Next 2 Years	7%	73%	20%



Training and Experience

Total employees hired the last 12 months: 39

Resulting from:

- Employees leaving: 69%
- Promotions: 8%
- New positions: 23%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	80%	20%	0%
Other Occupational Experience Accepted	17%	83%	0%
Technical or Vocational Training Required	13%	87%	0%
Training in Lieu of Experience	25%	75%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	Physical Skills
Ability to apply various painting techniques.	Ability to lift 70lbs. repeatedly.
Ability to install vehicle glass.	



Local Training Providers

Snowline Regional Occupational Program Phelan
 Needles Regional Occupational Program Needles
 Bear Valley Regional Occupational Program Big Bear
 Apple Valley Regional Occupational Program Apple Valley
 San Bernardino Valley College San Bernardino
 Barstow Community College Barstow
 Victor Valley College Victorville
 San Bernardino Adult Education San Bernardino
 Colton-Redlands-Yucaipa Regional Occupational Program Redlands



Description

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-End Mechanics.



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$7.00	\$7.00
New Hires, Experienced	\$7.78 - \$18.50	\$14.00
Experienced, After 3 Years with Firm	\$8.89 - \$27.00	\$19.00

Of the firms responding, 100% were non-union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	50%	0%	33%	0%	0%	0%	17%	0%
	Dental	44%	0%	17%	0%	6%	0%	33%	0%
	Vision	6%	0%	11%	0%	6%	0%	78%	0%
	Life	22%	0%	11%	0%	0%	0%	67%	0%
other benefits	Sick Leave	50%	0%	0%	0%	0%	0%	50%	0%
	Vacation	94%	0%	0%	0%	0%	0%	6%	0%
	Retirement	28%	0%	22%	0%	0%	0%	50%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Holiday Pay	6%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of Responding Firms:

- Full-time 100%, average of 40 hours per week.
- Shifts: Day 100%
- 100% are male.



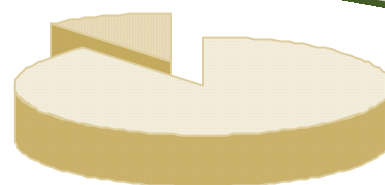
Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education

11%



89%

- High School
- Less than High School





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 2,460-2,970 (Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 20.7%. This rate is slower than the average County rate of 21.1%.
- Estimated job openings 980.

Total employees hired the last 12 months: 35
Resulting from:

- Employees leaving: 40%
- Promotions: 6%
- New positions: 54%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	67%	33%
Projected Over the Next 2 Years	0%	78%	22%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	89%	0%	11%
Other Occupational Experience Accepted	6%	94%	0%
Technical or Vocational Training Required	18%	76%	6%
Training in Lieu of Experience	6%	94%	0%



Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Technical Skills	
Ability to operate electronic automotive diagnostic equipment.	Ability to repair brakes.
Ability to repair carburetors.	Ability to repair air conditioners.
Ability to repair emission controls.	Ability to repair fuel injection systems.
Ability to work independently.	



Local Training Providers

Morongo Unified School District Palms
Colton Redlands Yucaipa ROP Redlands
San Bernardino Valley College Redlands
Universal Technical Institute Rancho Cucamonga
Institute of Automotive Technology . . San Bernardino
College of the Desert Copper Mtn . . . Joshua Tree
Career College of America San Bernardino

Universal Training Ctr Highland
Chaffey Community College Cucamonga
Barstow Community College Barstow
Barstow USD Barstow
Victor Valley College Victorville
San Bernardino Adult San Bernardino
Chino Valley Adult Chino



Description

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account, sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection and keeping records of collection and status accounts.



Wages and Benefits

Some firms pay bonus.

Experience				Range		Median		Of the firms responding 100% were non-union.	
New Hires, No Experience				\$6.50 - \$13.90		\$7.50			
New Hires, Experienced				\$7.00 - \$16.50		\$9.00			
Experienced, After 3 Years with Firm				\$7.00 - \$19.18		\$11.00			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
insurance	Benefits	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	53%	7%	27%	0%	0%	0%	13%	13%
	Dental	47%	0%	13%	0%	7%	0%	27%	20%
	Vision	40%	0%	13%	0%	7%	0%	33%	20%
	Life	47%	7%	20%	0%	7%	0%	20%	13%
other benefits	Sick Leave	87%	7%	0%	0%	0%	0%	7%	13%
	Vacation	93%	13%	0%	0%	0%	0%	0%	7%
	Retirement	27%	0%	40%	0%	0%	0%	27%	20%
	Child Care	0%	0%	0%	0%	0%	0%	93%	20%



Work Patterns

Of responding firms:

- Full-time 93%, average of 40 hours per week.
- Part-time 7%, average of 24 hours per week.
- Shifts: Day 100%.
- 77% of the employees are female, 23% are male.

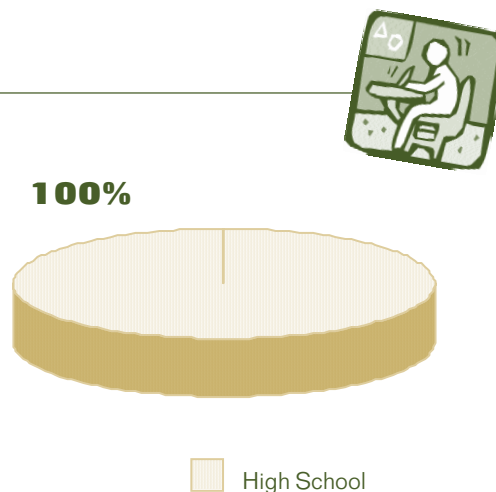


Recruitment Methods

Most successful methods of recruitment:

- Walk-In-Applicants
- Newspaper Ads
- Employee Referrals
- Private Employment Agencies

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 1,050-1,270 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 21.0. This rate is about the same as the average County rate of 21.1%.
- Estimated job openings 430.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	60%	33%
Projected Over the Next 2 Years	0%	93%	7%

Total employees hired the last 12 months: 19

Resulting from:

- Employees leaving: 39%
- New positions: 56%
- Temporary 6%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	60%	33%	7%
Other Occupational Experience Accepted	33%	67%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	10%	90%	0%



Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Ability to interview others for information.	Ability to follow billing procedures.
Oral communication skills.	Public contact skills.
Knowledge of collection laws and regulations.	



Local Training Providers

BMR Training Centers Victorville
 Snowline ROP Phelan
 Victor Valley ROP Victorville
 CSU, Extended Learning San Bernardino
 Somos Hermanas Unidas
 Business & Education Colton

Universal Training Center Highland
 Somos Hermanas Unidas
 Business & Education Redlands
 Colton-Redlands-Yucaipa ROP Redlands
 San Bernardino County ROP San Bernardino



Description

Combination Machine Tool Operators and Tenders – Metal and Plastic operate or tend more than one type of cutting or forming machine tool which has been previously set up, such as band saws, press brakes, slitting machines, drills, lathes, and boring machines.



Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.25 - \$8.50	\$7.00
New Hires, Experienced	\$6.74 - \$14.00	\$8.00
Experienced, After 3 Years with Firm	\$7.50 - \$16.00	\$11.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	67%	0%	20%	0%	0%	0%	33%	7%
	Dental	53%	0%	27%	0%	0%	0%	20%	7%
	Vision	27%	0%	7%	0%	7%	0%	60%	7%
	Life	53%	0%	7%	0%	7%	0%	33%	7%
other benefits	Sick Leave	27%	0%	0%	0%	7%	0%	67%	7%
	Vacation	100%	7%	0%	0%	0%	0%	0%	7%
	Retirement	7%	0%	20%	0%	20%	0%	53%	7%
	Child Care	0%	0%	0%	0%	0%	0%	100%	7%
	Profit Sharing	7%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 99%, average of 41 hours per week.
Part-time 1%, average of 20 hours per week.
- Shifts: Day 100%, swing 33%, graveyard 7%.
- 32% of the employees are female, 68% are male.

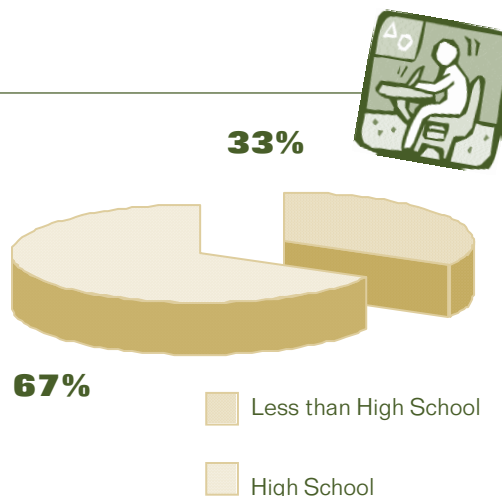


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 140-210 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 50.0%. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 100.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	27%	60%	13%
Projected Over the Next 2 Years	7%	86%	7%

Total employees hired the last 12 months: 25
Resulting from:

- Employees leaving: 56%
- Promotions: 20%
- New positions: 24%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	40%	13%
Other Occupational Experience Accepted	38%	63%	0%
Technical or Vocational Training Required	7%	86%	7%
Training in Lieu of Experience	22%	78%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to operate precision measuring instruments.	Ability to follow safe equipment operating practices.
Ability to read and follow directions.	Shop math skills.



Local Training Providers

Colton Redlands Yucaipa ROP Redlands



Description

Combination Machine Tool Setters and Set-up Operators – Metal and Plastic set up and operate more than one type of cutting or forming machine tool, such as gear hobbers, lathes, press brakes, shearing, and boring machines.



Wages and Benefits

All Employers Combined

Experience				Range		Median		Union wages may be higher than non-union wages. Of the firms responding 94% were non-union and 6% were union.	
New Hires, No Experience				\$7.00 - \$7.00		\$7.00			
New Hires, Experienced				\$7.00 - \$15.00		\$9.00			
Experienced, After 3 Years with Firm				\$9.00 - \$17.00		\$12.00			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
insurance	Benefits	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	63%	0%	25%	0%	0%	6%	13%	0%
	Dental	50%	0%	25%	0%	6%	6%	19%	0%
	Vision	19%	0%	6%	0%	13%	6%	63%	0%
	Life	50%	0%	13%	0%	6%	6%	31%	0%
other benefits	Sick Leave	38%	0%	0%	0%	0%	0%	63%	6%
	Vacation	100%	0%	0%	0%	0%	0%	0%	6%
	Retirement	0%	0%	44%	0%	6%	7%	50%	6%
	Child Care	0%	0%	0%	0%	0%	0%	100%	6%
	Profit Sharing	6%	0%	0%	0%	0%	0%	6%	0%



Work Patterns

Of responding firms:

- Full-time 99%, average of 41 hours per week.
- Part-time 1%, average of 25 hours per week.
- Shifts: Day 100%, swing 38%, graveyard 6%.
- 4% of the employees are female, 96% are male.

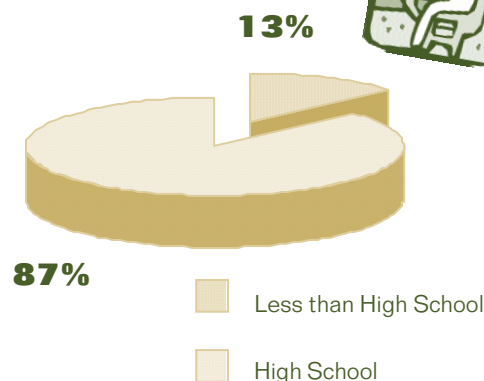


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 230-350 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 52.2%.
- This rate is faster than the average County rate of 21.1%.
- Estimated job openings 170.

Total employees hired the last 12 months: 28

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	19%	62%	19%
Projected Over the Next 2 Years	19%	68%	13%

- Resulting from:
- Employees leaving: 68%
- Promotions: 14%
- New positions: 18%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	81%	6%	13%
Other Occupational Experience Accepted	43%	57%	0%
Technical or Vocational Training Required	0%	87%	13%
Training in Lieu of Experience	20%	80%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to set up machines.	Ability to follow safe equipment operating practices.
Ability to read and follow directions.	Possession of mechanical aptitude.
Shop math skills.	



Local Training Providers

San Bernardino Valley College . . . San Bernardino
Rands System, Inc. San Bernardino

International Technical College Montclair
Fontana Unified School Dist. Fontana



Description

Computer Support Specialists provide technical assistance and training to computer system users, investigate and resolve computer software and hardware problems of users. They answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail and operating systems.



Wages and Benefits

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	*N/A	\$10.00 - \$15.00	*N/A	\$14.38
New Hires, Experienced	\$11.99 - \$18.22	\$9.59 - \$21.58	\$15.65	\$15.00
Experienced, After 3 Years with Firm	\$14.38 - \$20.78	\$11.99 - \$30.00	\$18.75	\$18.36

*Insufficient data. Of the firms responding 40% were union and 60% were non-union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	80%	0%	13%	0%	0%	0%	7%	0%
	Dental	87%	0%	7%	0%	0%	0%	7%	0%
	Vision	80%	0%	7%	0%	0%	0%	13%	0%
	Life	93%	0%	0%	0%	0%	0%	7%	0%
other benefits	Sick Leave	93%	0%	0%	0%	0%	0%	7%	0%
	Vacation	93%	0%	0%	0%	0%	0%	7%	0%
	Retirement	60%	0%	20%	0%	0%	0%	13%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Other	13%	0%					7%	



Work Patterns

Of responding firms:

- Full-time 100%, average of 40 hours per week.
- Shifts: Day 100%
- 11% of the employees are female, 89% are male.

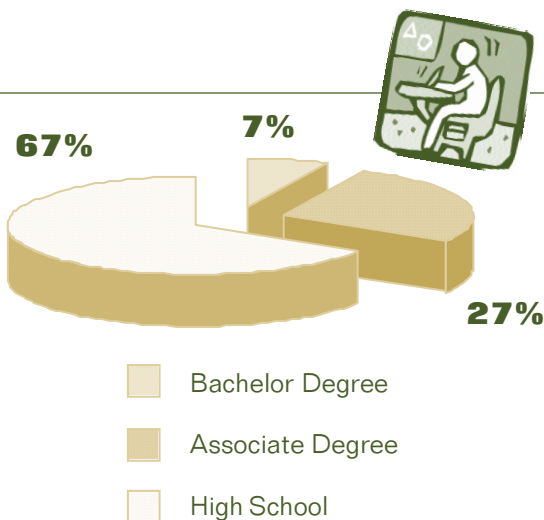


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- In-House Promotion or Transfer
- Internet

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 720-1,160 (Medium)

Total employees hired the last 12 months: 8

Resulting from:

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 61.1%.
This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 480.
- Employees leaving: 63%
- Promotions: 25%
- New Positions: 13%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	86%	7%
Projected Over the Next 2 Years	0%	71%	29%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	80%	0%	20%
Other Occupational Experience Accepted	13%	87%	0%
Technical or Vocational Training Required	20%	73%	7%
Training in Lieu of Experience	20%	80%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to use operating manuals.	Knowledge of microcomputer hardware and operating systems
Knowledge of software applications.	Understanding networking systems.
Ability to provide technical assistance to system users.	Trouble shooting skills



Local Training Providers

BMR Training Centers Victorville
 Snowline ROP Phelan
 Victor Valley ROP Victorville
 Apple Valley ROP Apple Valley
 Park College Barstow

Somos Hermanas Unidas Business & Education Colton
 Somos Hermanas Unidas Business & Education Redlands
 New Horizons Computer Learning Colton
 American College of Health Professions Redlands
 University of Phoenix Ontario



Description

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.



Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.72 - \$10.00	\$7.00
New Hires, Experienced	\$6.72 - \$12.00	\$7.50
Experienced, After 3 Years with Firm	\$7.00 - \$15.00	\$10.00

Of the firms responding, 40% were union and 60% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	53%	7%	27%	0%	0%	0%	13%	20%
	Dental	33%	0%	33%	7%	0%	0%	27%	20%
	Vision	33%	0%	20%	0%	0%	0%	40%	27%
	Life	47%	7%	20%	7%	0%	0%	27%	13%
other benefits	Sick Leave	53%	0%	7%	7%	0%	0%	33%	20%
	Vacation	73%	13%	7%	0%	0%	0%	13%	13%
	Retirement	33%	0%	27%	7%	0%	0%	33%	20%
	Child Care	0%	0%	0%	0%	0%	0%	93%	27%

Of the firms responding, 100% were non-union.



Work Patterns

Of responding firms:

- Full-time 74%, average 40 hours per week.
Part-time 24%, average of 22 hours per week.
Temporary on-call 2%, average of 18.
- Shifts: Day 100%, swing 27%.
- 47% of the employees are female, 53% are male.

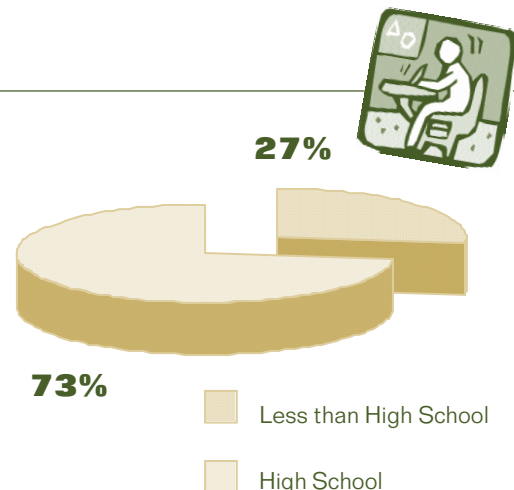


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- In-House Promotions or Transfers

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation 1,790-2,360 (Large)

Total employees hired the last 12 months: 25
Resulting from:

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 31.8%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 1,220.
- Employees leaving: 68%
- Promotions: 4%
- New positions: 24%
- Temporary positions: 4%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	93%	7%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	40%	47%	13%
Other Occupational Experience Accepted	87%	13%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to operate a cash register.	Ability to use a calculator.
Basic math skills.	Customer service skills.



Local Training Providers

Crafton Hills Community College Yucaipa
San Bernardino County ROP San Bernardino



Description

Forklift Operators operate a forklift to push, pull, lift, stack, tier or move products, equipment, or materials in a warehouse, storage yard, or factory.



Wages and Benefits

All employers combined. Union wages may be higher than non-union wages.

Experience	Range	Median
New Hires, No Experience	\$8.00 - \$12.05	\$11.63
New Hires, Experienced	\$7.50 - \$12.55	\$9.00
Experienced, After 3 Years with Firm	\$9.00 - \$17.00	\$10.00

Of the firms responding, 93% were non-union and 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	60%	0%	40%	0%	0%	0%	0%	7%
	Dental	47%	0%	33%	0%	13%	0%	7%	7%
	Vision	20%	0%	20%	0%	7%	0%	53%	7%
	Life	53%	0%	27%	0%	0%	0%	20%	7%
other benefits	Sick Leave	67%	0%	7%	0%	0%	0%	27%	7%
	Vacation	93%	0%	7%	0%	0%	0%	0%	7%
	Retirement	40%	0%	27%	0%	13%	0%	20%	7%
	Child Care	0%	0%	7%	0%	0%	0%	93%	7%
	Other	7%	0%	0%	0%	0%	0%	7%	7%



Work Patterns

Of responding firms:

- Full-time 99%, average of 40 hours per week.
- Part-time 1%, average of 25 hours per week.
- Shifts: Day 93%, swing 33%, graveyard 20%.
- 4% of the employees are female, 96% are male.

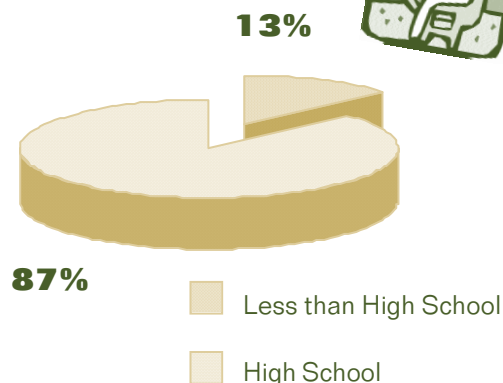


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- In-House Promotion or Transfer

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Non OES no projections available.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	47%	40%
Projected Over the Next 2 Years	7%	50%	43%

Total employees hired the last 12 months: 38

Resulting from:

- Employees leaving: 39%
- Promotions: 16 %
- New positions: 45%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	74%	13%	13%
Other Occupational Experience Accepted	62%	38%	0%
Technical or Vocational Training Required	13%	80%	7%
Training in Lieu of Experience	38%	62%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	Physical Skills
Possession of mechanical aptitude.	Good eye/hand/foot coordination.
Good physical condition.	Ability to work outdoors in all weather conditions.
Good sense of balance.	Ability to tolerate noise, dust and fumes.



Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.



Description

General Managers and Top Executives include both top and mid-level managers whose duties and responsibilities are too diverse and general in nature to be classified in any functional or line area of management and administration. These managers generally work through departmental or subordinate executives.



Wages and Benefits

Some firms pay bonus and commission.

Experience		Range		Median	
New Hires, No Experience		\$13.21 - \$19.18		\$16.20	
New Hires, Experienced		\$8.00 - \$33.24		\$20.14	
Experienced, After 3 Years with Firm		\$8.89 - \$39.12		\$23.78	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	40%	0%	47%	0%	13%	0%	0%	0%
	Dental	47%	0%	47%	0%	7%	0%	0%	0%
	Vision	47%	0%	20%	0%	13%	0%	20%	0%
	Life	60%	0%	20%	0%	20%	0%	0%	0%
other benefits	Sick Leave	73%	0%	7%	0%	7%	0%	13%	0%
	Vacation	87%	0%	7%	0%	7%	0%	0%	0%
	Retirement	27%	0%	40%	0%	27%	0%	7%	0%
	Child Care	0%	0%	0%	0%	7%	0%	93%	0%

Of the firms responding, 100% were non-union.



Work Patterns

Of responding firms:

- Full-time 100%, average of 46 hours per week.
- Shifts: Day 100%, swing 40%, graveyard 7%, on-call 7%.
- 28% of the employees are female, 72% are male.

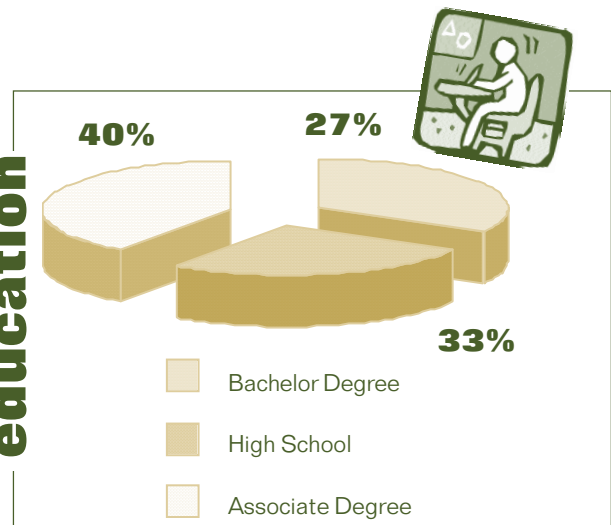


Recruitment Methods

Most successful methods of recruitment:

- In-House Promotion or Transfer
- Trade Journals
- Private Employment Agencies
- Internet

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

Size of Occupation 10,460-12,660 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 21.0%. This rate is about the same as the average County rate of 21.1%.
- Estimated job openings 3,550.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	80%	13%
Projected Over the Next 2 Years	0%	93%	7%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	86%	7%	7%
Other Occupational Experience Accepted	75%	25%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to interpret data.	Ability to manage an activity or department.
Ability to write effectively.	Oral communication skills.



Local Training Providers

National University	Twentynine Palms
California State University, Extended Learning	San Bernardino
Universal Training Center	Highland
University of Phoenix-Southern	Ontario
Victor Valley College	Victorville
Colton-Redlands-Yucaipa ROP	Redlands



Description

Hand Packers and Packagers pack or package by hand a wide variety of products and materials.



Wages and Benefits

Experience				Range		Median		Of the firms responding, 100% were non-union.	
New Hires, No Experience				\$6.25 - \$7.50		\$7.00			
New Hires, Experienced				\$6.25 - \$8.00		\$7.00			
Experienced, After 3 Years with Firm				\$7.00 - \$10.00		\$8.00			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
insurance	Benefits	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	40%	0%	33%	0%	7%	0%	20%	0%
	Dental	13%	0%	33%	0%	13%	0%	40%	0%
	Vision	20%	0%	20%	0%	7%	0%	53%	0%
	Life	40%	0%	7%	0%	7%	0%	47%	0%
other benefits	Sick Leave	53%	0%	0%	0%	0%	0%	47%	0%
	Vacation	80%	0%	0%	0%	0%	0%	20%	0%
	Retirement	7%	0%	27%	0%	7%	0%	60%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- Full-time 85%, average of 41 hours per week. Seasonal 15%, average of 40 hours per week.
- Shifts: Day 100%, swing 27%, graveyard 20%.
- 52% of the employees are female, 48% are male.

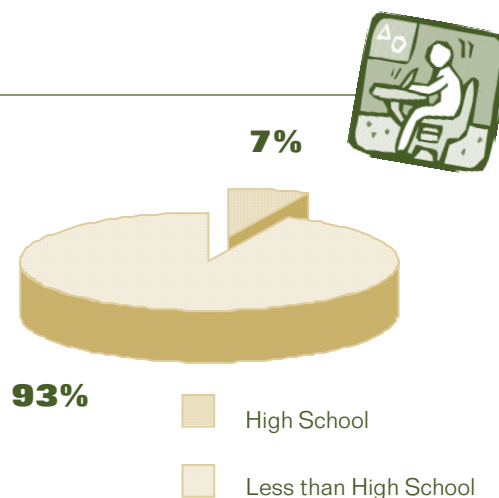


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- In-House Promotion or Transfer

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			
Inexperienced	X		



Size and Trends

Size of Occupation: 4,500-6,360 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 41.30%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 2,810.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	80%	7%
Projected Over the Next 2 Years	7%	93%	0%

Total employees hired the last 12 months: 67

Resulting from:

- Employees leaving: 81%
- Promotions: 3%
- New positions: 1%
- Temporary: 15%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	0%	87%	13%
Other Occupational Experience Accepted	0%	100%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to lift at least 50 lbs. repeatedly.	Ability to stand continuously for 2 or more hours.
Ability to read and follow instructions.	Good eye-hand coordination.



Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.



Description

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems.



Wages and Benefits

All employers combined

Experience		Range		Median	
New Hires, No Experience		\$0.00 - \$0.00		\$0.00	
New Hires, Experienced		\$7.00 - \$20.00		\$7.00	
Experienced, After 3 Years with Firm		\$12.00 - \$21.00		\$19.00	

Union wages may be higher than non-union wages. Of the firms responding, 88% were non-union, 13% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	56%	0%	19%	0%	0%	0%	25%	0%
	Dental	31%	0%	13%	0%	13%	0%	44%	0%
	Vision	13%	0%	13%	0%	6%	0%	69%	0%
	Life	25%	0%	13%	0%	13%	0%	50%	0%
	Sick Leave	25%	0%	0%	0%	0%	0%	75%	0%
other benefits	Vacation	88%	0%	0%	0%	0%	0%	13%	0%
	Retirement	25%	0%	19%	0%	0%	0%	56%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- Full-time 100%, average of 43 hours per week.
- Shifts: Day 100%
- 100% of the employees are male.

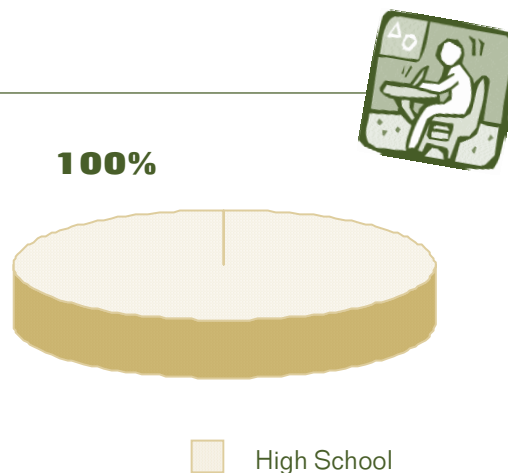


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced*			

* Inexperienced workers are not hired in this occupation.



Size and Trends

Size of Occupation: 800-1,030 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 28.7. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 350

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	69%	25%
Projected Over the Next 2 Years	6%	81%	13%

Total employees hired the last 12 months: 29

Resulting from:

- Employees leaving: 72%
- Promotions: 7%
- New positions: 21%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	100%	0%	0%
Other Occupational Experience Accepted	13%	88%	0%
Technical or Vocational Training Required	6%	75%	19%
Training in Lieu of Experience	25%	75%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Bondable.	Oral communications skills.
Cost estimating skills.	Pipefitting skills.
Problem solving skills.	Plumbing skills.



Local Training Providers

North American Heating & A/C Training Center Redlands
Colton-Redlands-Yucaipa ROP Redlands



Description

Painters, Paperhangers, Plasterers, and Stucco Masons' Helpers help by performing duties of lesser skill. Their duties include supplying or holding materials or tools and cleaning work area and equipment



Wages and Benefits

All employers combined

Experience		Range		Median	
New Hires, No Experience		\$6.75 - \$8.00		\$7.00	
New Hires, Experienced		\$6.75 - \$8.00		\$7.00	
Experienced, After 3 Years with Firm		\$8.00 - \$12.00		\$10.00	

Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union, 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	40%	0%	0%	0%	0%	0%	60%	0%
	Dental	27%	0%	0%	0%	0%	0%	73%	0%
	Vision	7%	0%	0%	0%	0%	0%	93%	0%
	Life	27%	0%	0%	0%	0%	0%	73%	0%
other benefits	Sick Leave	33%	0%	0%	0%	0%	0%	67%	0%
	Vacation	80%	0%	0%	0%	0%	0%	20%	0%
	Retirement	7%	0%	0%	0%	0%	0%	93%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- Full-time 100%, average of 41 hours per week.
- Shifts: Day 100%
- 2% of the employees are female, 98% are male.

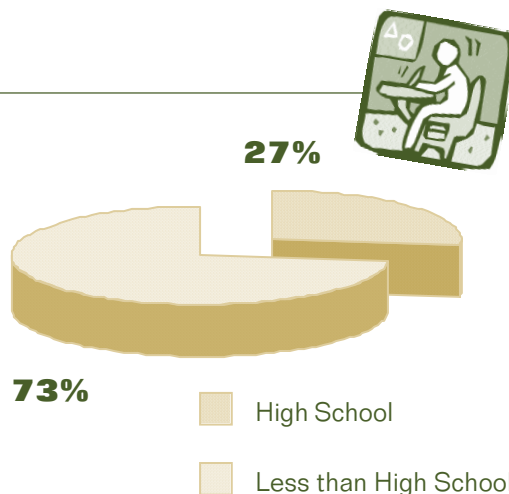


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Employee Referrals
- Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 300-470 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 56.7%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 300.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	60%	33%
Projected Over the Next 2 Years	7%	86%	7%

Total employees hired the last 12 months: 42

Resulting from:

- Employees leaving: 55%
- New positions: 45%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	33%	54%	13%
Other Occupational Experience Accepted	71%	29%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Perform routine repetitive work.	Ability to exert force to push, pull, lift or carry objects.
Ability to follow directions.	



Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.



Description

Human Services Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services.



Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.75 - \$17.26	\$9.00
New Hires, Experienced	\$6.75 - \$17.26	\$11.00
Experienced, After 3 Years with Firm	\$6.75 - \$20.14	\$14.00

Union wages may be higher than non-union wages. Of the firms responding, 93% were non-union, 7% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	13%	0%	60%	13%	0%	0%	27%	33%
	Dental	20%	0%	27%	7%	13%	7%	40%	33%
	Vision	13%	0%	20%	7%	13%	0%	53%	40%
	Life	40%	0%	7%	0%	13%	13%	40%	33%
other benefits	Sick Leave	87%	20%	0%	0%	0%	0%	13%	27%
	Vacation	100%	40%	0%	0%	0%	0%	0%	7%
	Retirement	27%	7%	33%	7%	7%	7%	33%	27%
	Child Care	0%	0%	0%	0%	7%	0%	93%	47%
	Other	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 62%, average 40 hours per week.
Part-time 31%, average 30 hours per week.
Temporary on-call 7%, average 31 hours per week.
- Shifts: Day 100%, swing 40%, graveyard 7%.
- 62% of the employees are female, 38% are male.

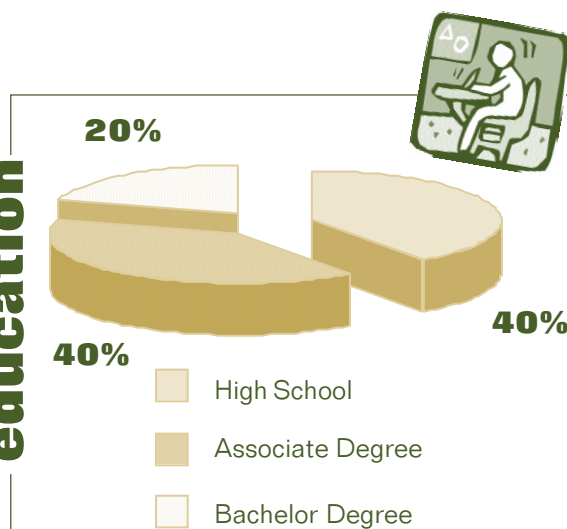


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- In-House Promotion or Transfer
- Newspaper Ads
- College/Universities

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

Size of Occupation: 440-630 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 43.2%.
This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 290.

Total employees hired the last 12 months: 39

Resulting from:

- Employees leaving: 65%
- Promotions: 16%
- New positions: 12%
- Temporary positions 7%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	53%	40%
Projected Over the Next 2 Years	0%	67%	33%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	13%	40%
Other Occupational Experience Accepted	38%	62%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	15%	85%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to interview others for information.	Ability to read and follow instruction.
Ability to treat substance abuse.	Ability to work independently.
Knowledge of geriatrics.	Ability to write effectively.
Knowledge of protective services.	Knowledge of veterans services.
Menu planning skills.	Oral communication skills



Local Training Providers

Provisional Educational Services San Bernardino



Description

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks and activities involving games, sports, arts, and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.



Wages and Benefits

Of the firms responding, 67% were union, 33% were non-union.

Experience		Range		Median	
		Union	Non Union	Union	Non Union
New Hires, No Experience		\$8.00 - \$12.00	\$8.00 - \$9.00	\$10.00	\$8.50
New Hires, Experienced		\$9.00 - \$14.00	\$6.25 - \$11.53	\$11.00	\$8.50
Experienced, After 3 Years with Firm		\$10.00 - \$15.00	\$9.00 - \$14.00	\$13.00	\$11.52

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	20%	13%	33%	0%	7%	0%	33%
	Dental	20%	13%	13%	33%	0%	7%	0%	40%
	Vision	20%	20%	0%	27%	0%	7%	13%	40%
	Life	27%	40%	7%	13%	0%	7%	0%	33%
other benefits	Sick Leave	33%	73%	0%	7%	0%	0%	0%	13%
	Vacation	33%	80%	0%	7%	0%	0%	0%	7%
	Retirement	20%	27%	13%	33%	0%	7%	0%	27%
	Child Care	0%	0%	7%	7%	0%	0%	27%	87%
	Other	0%	7%	0%	0%	0%	0%	0%	7%



Work Patterns

Of responding firms:

- Full-time 10%, average of 36 hours per week.
- Part-time 90%, average 21 hours per week.
- Shifts: Day 100%, swing 7%.
- 89% of the employees are female, 11% are male.

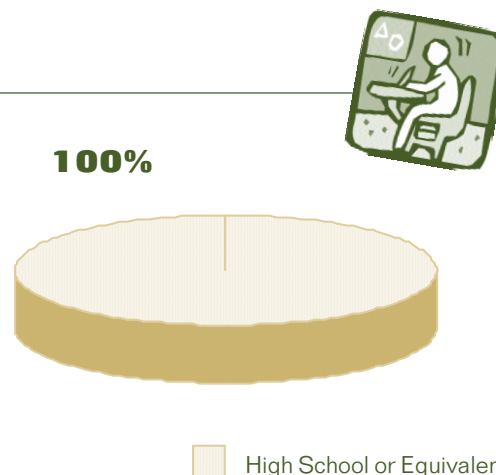


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- In-House Promotion or Transfer
- Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced	X		



Size and Trends

Size of Occupation: 4,880-6,980 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 43.0%.

This rate is faster than the average County rate of 21.1%.

- Estimated job openings 2,550.

Total employees hired the last 12 months: 298

Resulting from:

- Employees leaving: 45%
- Promotions: 25%
- New positions: 30%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	67%	20%
Projected Over the Next 2 Years	13%	67%	20%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	27%	20%	53%
Other Occupational Experience Accepted	58%	42%	0%
Technical or Vocational Training Required	13%	80%	7%
Training in Lieu of Experience	33%	67%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to administer emergency first aid.	Ability to operate audiovisual equipment.
Ability to handle crisis situations.	Ability to pass a pre-employment medical examination.
Classroom management skills.	Ability to write effectively.
Musical skills.	Understanding of a variety of cultures.
Oral communication skills.	Possession of an Early Childhood Development Certificate.
Ability to apply teaching techniques.	



Local Training Providers

Snowline ROP Phelan
 Bear Valley ROP Big Bear City
 University of Redlands Redlands

Victor Valley College Victorville
 Colton-Redlands-Yucaipa ROP Redlands
 San Bernardino County ROP San Bernardino

San Bernardino County CCOIS



Description

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stonemasons.



Wages and Benefits

Of the firms responding, 100% were non-union.

Experience		Range		Median	
New Hires, No Experience		\$6.25 - \$8.50		\$7.00	
New Hires, Experienced		\$6.50 - \$9.00		\$7.00	
Experienced, After 3 Years with Firm		\$7.24 - \$12.00		\$9.99	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	25%	0%	13%	0%	0%	0%	56%	19%
	Dental	6%	0%	19%	0%	0%	0%	69%	19%
	Vision	0%	0%	0%	0%	0%	0%	94%	19%
	Life	0%	6%	6%	0%	0%	0%	88%	13%
other benefits	Sick Leave	25%	0%	0%	0%	0%	0%	69%	19%
	Vacation	75%	13%	0%	0%	0%	0%	19%	6%
	Retirement	13%	0%	6%	0%	0%	0%	75%	19%
	Child Care	0%	0%	0%	0%	0%	0%	94%	19%



Work Patterns

Of responding firms:

- Full-time 96%, average of 41 hours per week.
- Part-Time 1%, average of 23 hours per week.
- Seasonal 3%, average of 39 hours per week.
- Shifts: Day 100%
- 3% of the employees are female, 97% are male.

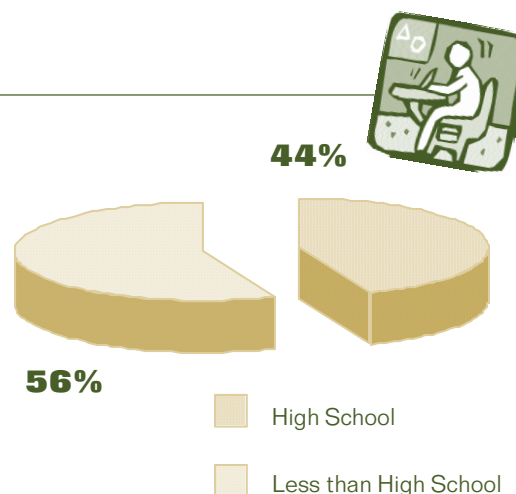


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 4,550-6,040 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 32.7.
This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 2,640.

Total employees hired the last 12 months: 117
Resulting from:

- Promotions: 9%
- New positions: 39%
- Employees leaving: 38%
- Temporary: 13%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	56%	44%
Projected Over the Next 2 Years	0%	63%	38%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	43%	19%	38%
Other Occupational Experience Accepted	54%	46%	0%
Technical or Vocational Training Required	0%	94%	6%
Training in Lieu of Experience	15%	85%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to lift at least 75 lbs. repeatedly.	Ability to operate tractors.
Knowledge of gardening tools.	Knowledge of horticulture.
Knowledge of pesticides and herbicides.	Plumbing repair skills.
Lawn and garden care skills.	



Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.



Description

Numerical-Control Machine-Tool Operators and Tenders – Metal and Plastic set up and operate magnetic or punched-tape controlled machine tools that automatically mill, drill, broach, and ream metal or plastic parts. They may adjust machine feed and speed and change cutters to machine parts to specification when automatic programming is faulty or if machine malfunctions.



Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.50 - \$8.00	\$7.25
New Hires, Experienced	\$6.62 - \$12.00	\$8.00
Experienced, After 3 Years with Firm	\$7.50 - \$13.42	\$11.00

Union wages may be higher than non-union. Of the firms responding, 87% were non-union and 13% were union.

	Benefits	Employer Pays All	Share the Cost	Employee Pays All	Not Provided
insurance	Medical	53%	47%	0%	0%
	Dental	47%	47%	7%	0%
	Vision	27%	7%	7%	60%
	Life	67%	20%	7%	7%
other benefits	Sick Leave	60%	0%	0%	40%
	Vacation	100%	0%	0%	0%
	Retirement	20%	53%	7%	20%
	Child Care	0%	0%	0%	100%



Work Patterns

Of responding firms:

- Full-time 100%, average of 41 hours per week.
- Shifts: Day 100%, swing 53%, graveyard 7%.
- 3% of the employees are female, 97% are male.

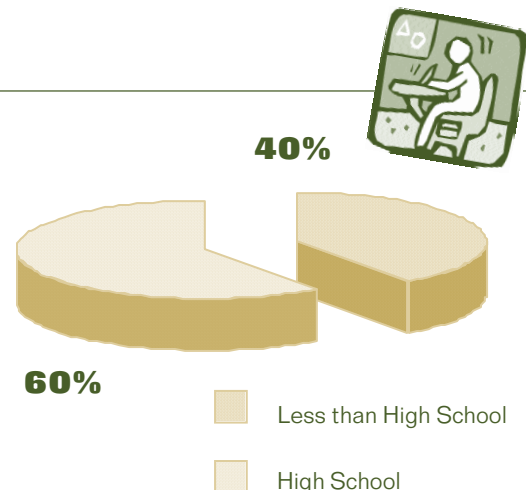


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 190-300 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 57.9%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 150.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	74%	13%
Projected Over the Next 2 Years	0%	87%	13%

Total employees hired the last 12 months: 24
Resulting from:

- Employees leaving: 75%
- Promotions: 17%
- New positions: 8%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	40%	13%
Other Occupational Experience Accepted	63%	38%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	33%	67%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to read blueprints.	Possession of mechanical aptitude.
Shop math skills.	Ability to read and follow instruction.



Local Training Providers

Colton-Redlands-Yucaipa ROP



Description

Materials, Merchandise, and Service Order Clerks receive and process incoming orders for materials, merchandise, or services such as repairs, installations, or rental of facilities. Additional duties include informing customers of receipt of order, prices, shipping dates, and delays, preparing contracts, and handling complaints.



Wages and Benefits

All employers combined/Some firms pay bonus.

Experience	Range	Median
New Hires, No Experience	\$6.75 - \$9.10	\$7.50
New Hires, Experienced	\$6.75 - \$12.50	\$9.00
Experienced, After 3 Years with Firm	\$8.00 - \$15.00	\$11.00

Union wages may be higher than non-union. Of the firms responding, 93% were non-union and 7% were union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	40%	13%	33%	7%	7%	0%	7%	7%
	Dental	47%	7%	13%	7%	20%	0%	7%	13%
	Vision	13%	0%	0%	7%	7%	0%	67%	20%
	Life	53%	20%	0%	0%	7%	0%	27%	7%
other benefits	Sick Leave	53%	13%	7%	0%	0%	0%	27%	13%
	Vacation	87%	27%	0%	0%	0%	0%	0%	0%
	Retirement	7%	7%	33%	13%	7%	0%	40%	7%
	Child Care	0%	0%	0%	0%	0%	0%	87%	27%
	Profit Sharing	7%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 85%, average of 40 hours per week. Part-time 15%, average of 28 hours per week.
- Shifts: Day 100%, swing 7%, graveyard 7%.
- 55% of the employees are female, 45% are male.

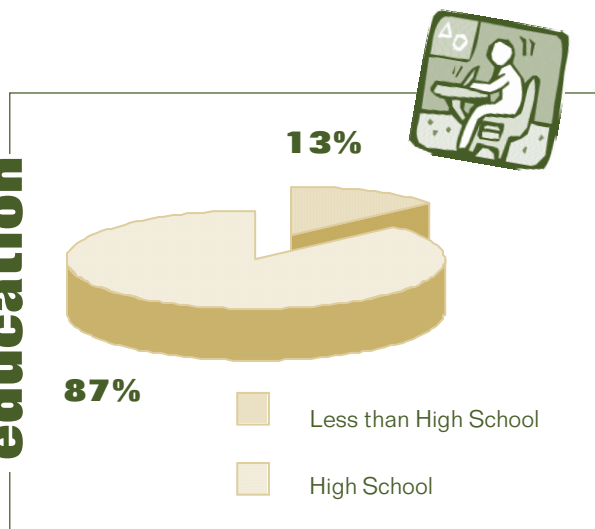


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals
- Private Employment Agency

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 1,340-1,610 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 20.1. This rate is about the same as the average County rate of 21.1%.
- Estimated job openings 510.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	93%	0%
Projected Over the Next 2 Years	0%	93%	7%



Training and Experience

Total employees hired the last 12 months: 5
Resulting from:

- Employees leaving: 100%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	46%	27%	27%
Other Occupational Experience Accepted	55%	45%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to accurately record and report information.	Ability to process orders for products or services.
Ability to set work priorities.	Ability to sit continuously for 2 or more hours.
Ability to type at least 45 wpm.	Ability to write effectively.
Alphabetic and numeric filing skills.	Basic math skills.
Customer service skills.	Oral communications skills.
Telephone answering skills.	Understanding of inventory techniques.



Local Training Providers

Asante Family Agency San Bernardino
By Ways Inc..... Ontario
United Education Institute Ontario
Friendly Computer Networks, Inc. ... Rancho Cucamonga
Professional Career Institute Victorville
Crest Computer Institute Rancho Cucamonga
RTP School Colton
Premier Training Centers Apple Valley

Victor Valley College Victorville
Barstow Unified School District Barstow
Chaffey Adult School..... Ontario
Chino Valley Adult School Chino
San Bernardino Adult Education San Bernardino
Yucaipa-Calimesa JT. Unified School District... Yucaipa
Colton-Redlands-Yucaipa ROP Redlands
San Bernardino County ROP San Bernardino
Skadron College-San Bernardino San Bernardino

San Bernardino County CCOIS

2001



Description

Wholesale and Retail Sales Order Fillers fill customers' mail and telephone orders from stored merchandise in accordance with specifications on sales slips or order forms. Their duties include computing prices of items, completing order receipts, keeping records of out-going orders, requisitioning additional material, supplies and equipment, and other related tasks.



Wages and Benefits

All employers combined

Experience	Range	Median
New Hires, No Experience	\$6.75 - \$9.00	\$8.00
New Hires, Experienced	\$6.75 - \$10.50	\$8.00
Experienced, After 3 Years with Firm	\$8.00 - \$14.00	\$10.00

Of the firms responding,
100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	80%	0%	7%	0%	0%	0%	7%	13%
	Dental	47%	0%	20%	0%	0%	0%	27%	13%
	Vision	27%	0%	7%	0%	0%	0%	60%	13%
	Life	67%	0%	0%	0%	0%	0%	27%	13%
other benefits	Sick Leave	67%	7%	0%	0%	0%	0%	27%	7%
	Vacation	93%	7%	0%	0%	0%	0%	0%	7%
	Retirement	53%	0%	7%	0%	13%	0%	20%	13%
	Child Care	0%	0%	0%	0%	0%	0%	93%	13%
	Profit Sharing	13%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 99%, average of 40 hours per week. Part-time 1%, average of 32 hours per week.
- Shifts: Day 100%, swing 20%, graveyard 7%.
- 42% are female, 58% are male.

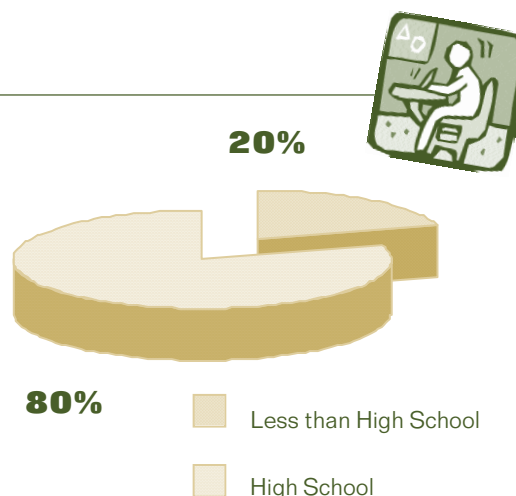


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads
- In-House Promotion or Transfer

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 770-1,010 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 31.2%. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 390.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	7%	86%	7%



Training and Experience

Total employees hired the last 12 months: 108

- Resulting from:
- Employees leaving: 76%
 - Promotions: 10%
 - New Positions: 14%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	27%	60%	13%
Other Occupational Experience Accepted	40%	60%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	Physical Skills
Ability to read and follow directions.	Ability to lift at least 50 lbs. repeatedly.



Local Training Providers

Asante Family Agency San Bernardino
 Colton-Redlands-Yucaipa ROP Redlands
 Employment & Training Resource Center..... Redlands
 United Education Institute Ontario
 Friendly Computer Networks Rancho Cucamonga
 Professional Career Institute Victorville
 Crest Computer Institute Rancho Cucamonga
 San Bernardino County ROP..... San Bernardino
 Yucaipa-Calimesa JT Unified Adult Yucaipa

R T P School Colton
 By Ways, Inc. Ontario
 Skadron College San Bernardino
 Barstow USD Barstow
 Victor Valley College Victorville
 San Bernardino Adult San Bernardino
 Chino Valley Adult Chino
 Chaffey Adult School Ontario
 Premier Training Center Apple Valley



Description

Production, Planning, and Expediting Clerk's duties are primarily clerical in nature and involve coordinating and expediting the flow of work and materials within or between departments of an establishment according to production schedules. They may keep inventory of material in departments and ensure that merchandise is shipped by vendor on the promised date, and write special orders for services and merchandise.



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$7.00 - \$17.00	\$7.75
New Hires, Experienced	\$8.00 - \$15.00	\$10.00
Experienced, After 3 Years with Firm	\$10.00 - \$19.00	\$12.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	47%	0%	53%	7%	0%	0%	0%	0%
	Dental	33%	0%	53%	7%	7%	0%	7%	0%
	Vision	7%	0%	7%	7%	7%	0%	80%	0%
	Life	67%	0%	27%	7%	7%	0%	0%	0%
other benefits	Sick Leave	73%	7%	0%	0%	0%	0%	27%	0%
	Vacation	100%	7%	0%	0%	0%	0%	0%	0%
	Retirement	20%	0%	53%	7%	7%	0%	20%	7%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- Full-time 98%, average of 41 hours per week. Part-time 2%, average of 35 hours per week.
- Shifts: Day 100%, swing 7%.
- 54% of the employees are female, 46% are male.

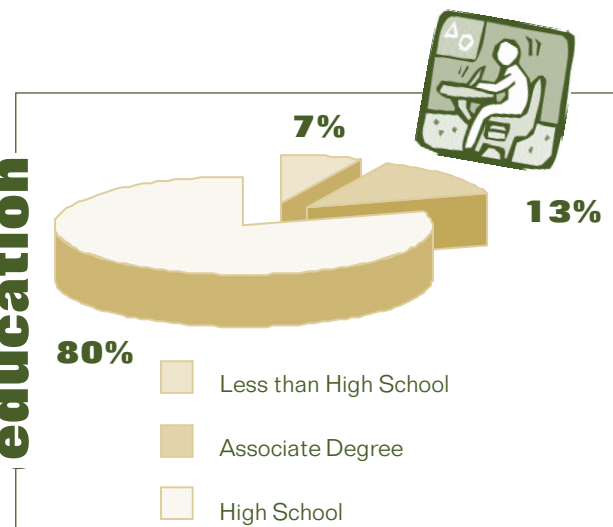


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads
- In-House Promotion or Transfer
- Private Employment Agencies

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 820-950 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 15.9%. This rate is slower than the average County rate of 21.1%.
- Estimated job openings 200.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	74%	13%
Projected Over the Next 2 Years	0%	87%	13%



Training and Experience

Total employees hired the last 12 months: 6

- Resulting from:
- Employees leaving: 33%
 - Promotions: 17%
 - New positions: 50%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	73%	7%	20%
Other Occupational Experience Accepted	38%	62%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	21%	79%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to analyze data to solve problems.	Ability to create and implement production plans.
Ability to work under pressure.	Ability to apply inventory control methods.
Ability to pay attention to detail.	



Local Training Providers

Asante Family Agency San Bernardino
 Colton-Redlands-Yucaipa ROP Redlands
 Skadron College San Bernardino
 United Education Institute Ontario
 Friendly Computer Networks Rancho Cucamonga
 Professional Career Institute Victorville
 Crest Computer Institute Rancho Cucamonga
 San Bernardino County ROP San Bernardino
 Yucaipa-Calimesa JT Unified Adult Yucaipa

RTP School Colton
 By Ways, Inc Ontario
 Barstow USD Barstow
 Victor Valley College Victorville
 San Bernardino Adult San Bernardino
 Chino Valley Adult Chino
 Chaffey Adult School Ontario
 Premier Training Center Apple Valley

San Bernardino County CCOIS

2001



Description

Secretaries (except Legal and Medical) relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties.



Wages and Benefits

Union wages may be higher than non-union wages.
Of the firms responding, 60% were non-union and 40% were union.

Experience		Range		Median	
		Union	Non Union	Union	Non Union
New Hires, No Experience		\$13.86 - \$13.86	\$8.00 - \$8.00	\$13.86	\$8.00
New Hires, Experienced		\$12.51 - \$17.41	\$8.00 - \$11.00	\$13.77	\$9.00
Experienced, After 3 Years with Firm		\$14.31 - \$18.22	\$10.00 - \$16.00	\$16.34	\$12.00

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	53%	0%	47%	20%	0%	0%	0%	7%
	Dental	47%	0%	47%	20%	0%	0%	7%	7%
	Vision	27%	0%	20%	7%	13%	0%	40%	20%
	Life	53%	0%	40%	13%	0%	7%	7%	7%
other benefits	Sick Leave	93%	20%	0%	0%	0%	0%	7%	7%
	Vacation	100%	27%	0%	0%	0%	0%	0%	0%
	Retirement	33%	0%	47%	13%	0%	0%	20%	13%
	Child Care	0%	0%	0%	0%	0%	0%	100%	27%
	Profit Sharing	0%	0%	0%	0%	7%	0%	0%	7%



Work Patterns

Of responding firms:

- Full-time 96%, average 39 hours per week.
- Part-time 4%, average 30 hours per week.
- Temporary on-call 1%, average 20 hours per week.
- Shifts: Day 100 %
- 89% of the employees are female, 11% are male.

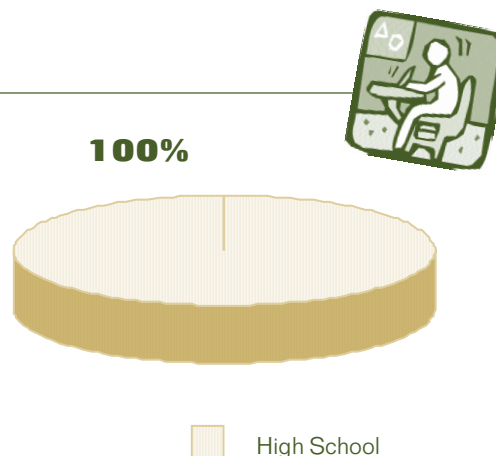


Recruitment Methods

Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



Size and Trends

Size of Occupation: 7,680-8,560 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 11.5%. This rate is slower than the average County rate of 21.1%.
- Estimated job openings 1,770.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	73%	27%
Projected Over the Next 2 Years	0%	87%	13%

Total employees hired the last 12 months: 40

- Resulting from:
- Employees leaving: 58%
 - Promotions: 15%
 - New positions: 25%
 - Temporary positions: 3%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	87%	0%	13%
Other Occupational Experience Accepted	43%	57%	0%
Technical or Vocational Training Required	7%	93%	0%
Training in Lieu of Experience	27%	73%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to maintain an appointment calendar.	Ability to operate transcribing machine.
Ability to take dictation at 100 wpm or more.	Ability to type at least 60 wpm.



Local Training Providers

Colton-Redlands-Yucaipa ROP Redlands
 Professional Career Institute Victorville
 Barstow Community College Barstow
 Training Technologies College Ontario
 Somos Hermanas Unidas Business & Education... Colton
 Somos Hermanas Unidas Business & Education... Redlands

Inland Valley University College of Law Upland
 Bryman College Ontario
 Bear Valley ROP Big Bear
 Chaffey Adult School Ontario
 Victor Valley College Victorville
 Crafton Hills College Yucaipa



Description

Sewing Machine Operators (nongarment) operate or tend sewing machines to join together, reinforce, decorate, or perform related sewing operations in the manufacture of nongarment products, such as upholstery, draperies, linens, carpets, and mattresses.



Wages and Benefits

Some firms pay piece rate and bonus.

Experience	Range	Median
New Hires, No Experience	\$6.25 - \$16.67	\$7.75
New Hires, Experienced	\$6.25 - \$14.29	\$8.00
Experienced, After 3 Years with Firm	\$6.25 - \$16.43	\$10.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	0%	47%	0%	0%	0%	20%	20%
	Dental	13%	0%	27%	0%	13%	0%	33%	20%
	Vision	20%	0%	20%	0%	0%	0%	47%	20%
	Life	27%	7%	13%	0%	0%	0%	47%	13%
other benefits	Sick Leave	27%	0%	0%	0%	0%	0%	60%	20%
	Vacation	80%	7%	0%	0%	0%	0%	7%	13%
	Retirement	20%	0%	20%	7%	0%	0%	47%	13%
	Child Care	0%	0%	0%	0%	0%	0%	87%	20%



Work Patterns

Of responding firms:

- Full-time 71%, average of 40 hours per week. Part-time 29%, average of 25 hours per week.
- Shifts: Day 100%, swing 20%.
- 49% of the employees are female, 51% are male.

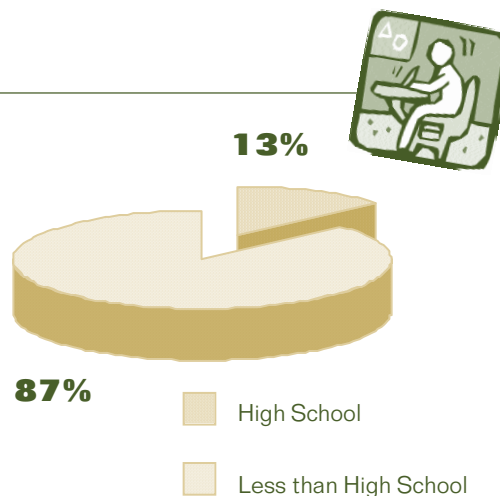


Recruitment Methods

Most successful methods of recruitment:

- Walk-In-Applicants
- Employee Referrals
- In-House Promotion or Transfer

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

Size of Occupation: 830-1,160 (Medium)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 39.8. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 420.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	20%	53%	27%
Projected Over the Next 2 Years	7%	73%	20%

Total employees hired the last 12 months: 105
Resulting from:

- Employees leaving: 85%
- Promotions: 5%
- New positions: 10%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	66%	7%	27%
Other Occupational Experience Accepted	31%	69%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	7%	93%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Ability to perform routine, repetitive work.	Ability to read and follow instructions.
Good eye-hand coordination	Ability to sit for long periods of time.
Ability to work independently.	



Local Training Providers

Upon completion of our research of this occupation, no training providers were found in San Bernardino County.



Description

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as english, mathematics, or social studies. This includes Vocational High School Teachers.



Wages and Benefits

All employers combined.

Of the firms responding, 53% were non-union and 47% were union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$16.27 - \$20.46	\$7.49 - \$17.13	\$18.77	\$14.00
New Hires, Experienced	\$16.71 - \$25.95	\$9.71 - \$22.00	\$19.97	\$14.12
Experienced, After 3 Years with Firm	\$18.08 - \$27.65	\$12.00 - \$25.00	\$21.91	\$14.92

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	60%	27%	27%	20%	0%	0%	0%	0%
	Dental	47%	33%	20%	13%	0%	0%	20%	0%
	Vision	47%	27%	13%	13%	0%	0%	27%	7%
	Life	73%	27%	7%	13%	0%	0%	7%	7%
other benefits	Sick Leave	87%	27%	0%	13%	0%	0%	0%	7%
	Vacation	67%	13%	0%	7%	0%	0%	20%	27%
	Retirement	27%	13%	27%	20%	13%	7%	20%	7%
	Child Care	0%	0%	0%	0%	0%	0%	87%	47%
	Long Term Disability	13%	7%	0%	0%	0%	0%	0%	0%



Work Patterns

Of responding firms:

- Full-time 91%, average 37 hours per week.
- Part-time 9%, average 27 hours per week.
- Shifts: Day 100%
- 57% of the employees are female, 43% are male.

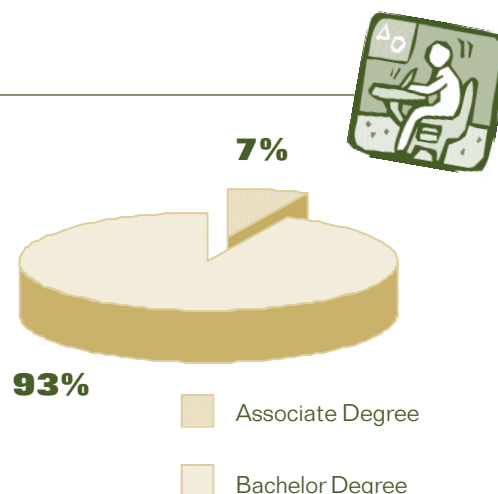


Recruitment Methods

Most successful methods of recruitment:

- Colleges/Universities
- Internet
- Walk-In
- Newspaper Ads

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 8,880-11,950 (Very Large)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 34.6%. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 5,340.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	47%	40%
Projected Over the Next 2 Years	13%	40%	47%

Total Employees hired the last 12 months: 267
Resulting from:

- Employees leaving: 68%
- Promotions: 11%
- New positions: 21%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	27%	33%	40%
Other Occupational Experience Accepted	10%	90%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	20%	80%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to administer emergency first aid.	Ability to exercise patience.
Audiovisual teaching skills.	Classroom management skills.
Oral communication skills.	Possession of a clean police record.
Possession of a state teachers certificate.	Problem solving skills.
Supervisory skills.	Public contact skills.
Understanding of a variety of cultures.	



Local Training Providers

San Bernardino Valley College San Bernardino
University of Redlands Redlands
California State University, San Bernardino San Bernardino

San Bernardino County CCOIS

2001

105



Description

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post secondary education such as trade school or junior college.



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$6.57 - \$8.00	\$7.00
New Hires, Experienced	\$7.00 - \$8.00	\$8.00
Experienced, After 3 Years with Firm	\$8.57 - \$12.00	\$10.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	7%	20%	7%	7%	0%	40%	33%
	Dental	7%	7%	20%	7%	7%	0%	60%	33%
	Vision	0%	0%	0%	0%	0%	0%	93%	47%
	Life	27%	20%	7%	0%	0%	0%	60%	27%
other benefits	Sick Leave	53%	7%	0%	7%	0%	0%	40%	33%
	Vacation	87%	33%	0%	0%	0%	0%	7%	13%
	Retirement	20%	7%	13%	13%	0%	0%	60%	27%
	Child Care	0%	0%	0%	0%	0%	0%	93%	47%



Work Patterns

Of responding firms:

- Full-time 81%, average of 39 hours per week.
- Part-time 19%, average of 25 hours per week.
- Shifts: Day 100%, swing 13%.
- 79% of the employees are female, 21% are male.

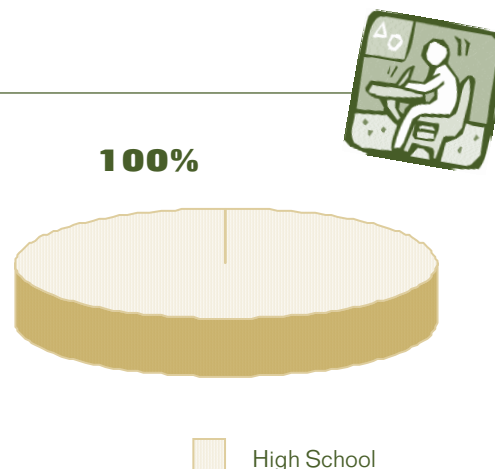


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Employee Referrals
- Newspaper Ads
- School Program Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

Size of Occupation: 170-220 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 29.4%. This rate is faster than the average County rate of 21.1%.
- Estimated job openings 70.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	86%	7%
Projected Over the Next 2 Years	0%	80%	20%



Training and Experience

Total employees hired the last 12 months: 23
Resulting from:

- Employees leaving: 87%
- New positions: 13%

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	33%	13%	54%
Other Occupational Experience Accepted	8%	92%	0%
Technical or Vocational Training Required	0%	87%	13%
Training in Lieu of Experience	62%	38%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	
Ability to accurately record and report information.	Ability to administer emergency first aid.
Ability to administer medications.	Ability to apply sterilization techniques.
Ability to assess emergency situations and set priorities quickly.	Ability to follow feeding and handling requirements for animals.
Ability to follow laboratory procedures.	Ability to lift at least 50 lbs. repeatedly.
Ability to take vital signs.	Certified in animal health care.
Public contact skills.	Teeth cleaning and polishing skills.



Local Training Providers

San Bernardino County ROP San Bernardino

San Bernardino County CCOIS



Description

Recordkeeping Weighers, Measurers, Checkers, and Samplers' duties are primarily clerical in nature and involve weighing, measuring, and checking materials, supplies, and equipment for the purpose of keeping relevant records. Included are workers who collect and keep record of samples of products or materials.



Wages and Benefits

All employers combined.

Experience	Range	Median
New Hires, No Experience	\$6.25 - \$13.00	\$7.25
New Hires, Experienced	\$6.25 - \$15.50	\$9.00
Experienced, After 3 Years with Firm	\$8.50 - \$16.00	\$9.50

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	0%	40%	7%	0%	0%	33%	0%
	Dental	27%	0%	40%	7%	0%	0%	33%	0%
	Vision	13%	0%	20%	7%	0%	0%	67%	0%
	Life	40%	0%	0%	7%	7%	0%	53%	0%
other benefits	Sick Leave	47%	0%	0%	0%	0%	0%	53%	7%
	Vacation	80%	7%	0%	0%	0%	0%	20%	0%
	Retirement	27%	0%	27%	0%	13%	7%	33%	7%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%



Work Patterns

Of responding firms:

- Full-time 60%, average of 40 hours per week.
- Part-time 40%, average of 32 hours per week.
- Shifts: Day 100%, swing 14%, graveyard 7%.
- 17% of the employees are female, 83% are male.

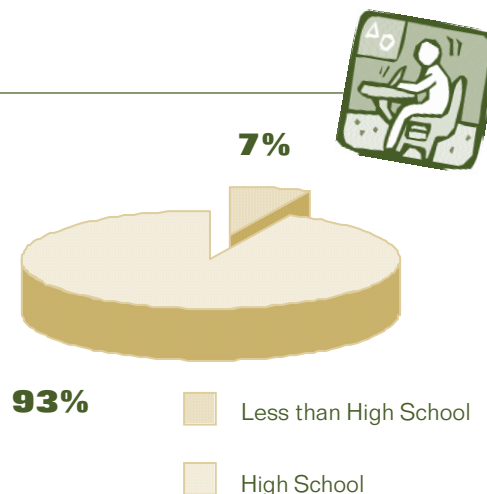


Recruitment Methods

Most successful methods of recruitment:

- Walk-In Applicants
- Newspaper Ads
- Employee Referrals

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation: 250-430 (Small)

- It is projected that during the 1997-2004 period this occupation will experience a growth rate of 72.0%. This rate is much faster than the average County rate of 21.1%.
- Estimated job openings 240.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	93%	7%
Projected Over the Next 2 Years	0%	87%	13%

Total employees hired the last 12 months: 107

Resulting from:

- Employees leaving: 48%
- Promotions: 18%
- New positions: 35%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	13%	54%	33%
Other Occupational Experience Accepted	43%	57%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	29%	71%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Technical Skills	Physical Skills
Ability to perform routine, repetitive work.	Ability to load and unload freight by hand.
Recordkeeping skills.	Ability to lift 50 lbs.



Local Training Providers

Asante Family Agency	San Bernardino	R T P School	Colton
Colton-Redlands-Yucaipa ROP	Redlands	By Ways, Inc.	Ontario
Employment & Training Resrce Center	Redlands	Skadron College	San Bernardino
United Education Institute	Ontario	Barstow USD	Barstow
Friendly Computer Networks	Rancho Cucamonga	Victor Valley College	Victorville
Professional Career Institute	Victorville	San Bernardino Adult	San Bernardino
Crest Computer Institute	Rancho Cucamonga	Chino Valley Adult	Chino
San Bernardino County ROP	San Bernardino	Chaffey Adult School	Ontario
Yucaipa-Calimesa JT Unified Adult	Yucaipa	Premier Training Center	Apple Valley

Occupations Studied in 2000

Adjustment Clerks
Amusement and Recreation Attendants
Bus and Truck Mechanics and Diesel Engine Specialists
Call Center Supervisors and Managers
Call Center Workers
Construction Managers
Cost Estimators
Data Processing Equipment Repairers
Drivers/Sales Workers
Fiber Optics Technicians
Financial Managers
First-Line Supervisors and Managers/Supervisors – Production
Home Health Aides
Industrial Truck and Tractor Operators
Instructors – Non-Vocational Education
Marketing, Advertising and Public Relations Managers
Medical Secretaries
Operating Engineers
Residential Counselors
Storage and Distribution Managers
Systems Analysts – Electronic Data Processing
Teachers – Kindergarten
Teachers – Special Education
Traffic, Shipping and Receiving Clerks
Ultrasound Technologists



Description

Adjustment Clerks investigate and resolve customer complaints concerning merchandise, service, billing, or credit rating. They examine pertinent information to determine the accuracy of customer complaints and responsibility for errors, notify the customer and appropriate personnel of findings, adjustments, and recommendations on exchange of merchandise, refund of money, credit to customer's account, or the adjustment of the customer's bill. Alternate title: Customer Service Representatives, Customer Service Clerks.



Wages and Benefits

Experience				Range		Median		Combines union and non-union wages.	
New Hires, No Experience				\$6.00 - \$12.00		\$8.00			
New Hires, Experienced				\$6.00 - \$16.00		\$10.00			
Experienced, After 3 Years with Firm				\$6.00 - \$20.00		\$11.50			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
insurance	Benefits	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	30%	0%	55%	5%	0%	5%	15%	20%
	Dental	20%	0%	40%	5%	20%	0%	20%	20%
	Vision	15%	0%	30%	0%	5%	0%	50%	25%
	Life	25%	0%	30%	5%	5%	0%	40%	20%
other benefits	Sick Leave	45%	05	5%	0%	5%	0%	45%	25%
	Vacation	75%	0%	5%	0%	0%	0%	20%	25%
	Retirement	15%	0%	50%	10%	10%	0%	25%	15%
	Child Care	0%	0%	0%	0%	0%	0%	100%	25%



Work Patterns

Hours: Full-time 90%, average of 40 hours per week.
Part-time 10%, average of 22 hours per week
Shifts: Day-100%, swing-5%, other (overtime) 5%.
81% of employees are female, 19% are male.

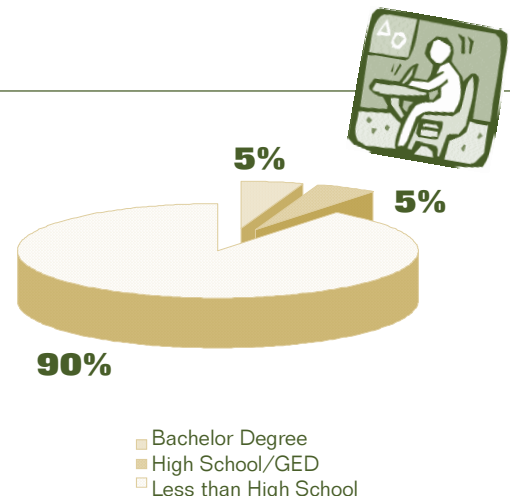


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (75%)
- In-house promotions or transfer (65%)
- Newspaper Ads (35%)

education





Supply and Demand

Percent of responding employers indicating difficulty finding qualified applicants.

	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	15%	5%	30%	10%
Inexperienced	10%	15%	10%	5%



Size and Trends

Size of Occupation: 800-980

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 22.5% (Average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	80%	20%
Projected Over the Next 2 Years	0%	100%	0%



Training and Experience

Total employees hired the last 12 months: 17
Resulting from:

- Employees leaving: 5 (29%)
- Promotions: 4 (24%)
- New positions: 6 (35%)

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	50%	25%	15%
Other Occupational Experience Accepted	47%	53%	N/A
Technical or Vocational Training Required 15%	75%		10%
Training in Lieu of Experience	47%	53%	N/A

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Skills and Qualifications



Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Alphabetic and numeric filing skills, ability to perform detailed clerical work, telephone answering services, ability to write effectively, problem-solving skills, ability to type at least 45 wpm.
Personal/Other Qualifications	Understanding of a variety of cultures, willingness to work with close supervision, ability to work independently, customer service skills.



Local Training Providers

For additional Training Information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County



Description

Amusement and Recreation Attendants perform a variety of duties at amusement and recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreation pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions. Alternate title: Pro-Shop, Front Desk, Table or Gym Attendant.



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$5.75		\$5.75	
New Hires, Experienced		\$5.75 - \$6.50		\$5.75	
Experienced, After 3 Years with Firm		\$5.75 - \$9.00		\$7.00	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	7%	7%	0%	0%	7%	20%	80%
	Dental	13%	7%	0%	0%	0%	7%	33%	80%
	Vision	0%	0%	0%	0%	0%	0%	47%	93%
	Life	7%	0%	0%	0%	0%	0%	40%	93%
other benefits	Sick Leave	20%	13%	0%	0%	0%	0%	27%	80%
	Vacation	20%	20%	7%	0%	0%	0%	20%	73%
	Retirement	7%	0%	0%	7%	0%	7%	40%	80%
	Child Care	0%	0%	0%	7%	0%	7%	47%	80%
	Additional	0%	0%	0%	0%	0%	0%	7%	7%

Additional full-time benefits include: N/A.

Of the firms responding, 100% were non-union.



Work Patterns

Hours: Full-time 21%, avg. of 36 hours per week
 Part-time 59%, avg. of 21 hours per week
 Temp/on-call 7%, avg. of 20 hours per week
 Seasonal-13%, avg. of 30 hours per week

Shifts: Day-93%
 Swing-47%
 Graveyard-7%
 Other-40% (weekends, Holidays, Saturday).



Recruitment Methods

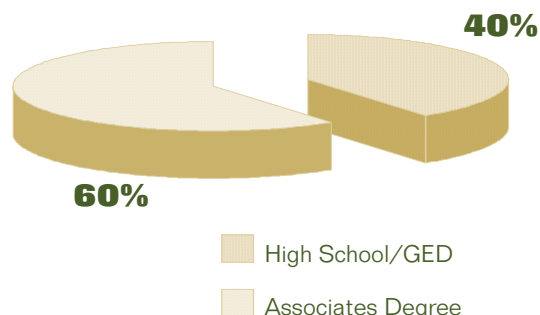
Most successful methods of recruitment:

- Employee Referrals
- Walk-In Applicants
- Newspaper Ads

In this occupation 56% of employees are female, 44% are male.



education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation/1,520-1,820

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 19.1% (Average). Total employees hired the last 12 Months: 99

- Resulting from:
- Replacement due to promotions: 14 (14%)
 - Replacements due to employees leaving: 43 (43%)
 - New positions: 16 (16%)
 - Temporary positions: 26 (26%)

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	20%	73%
Projected Over the Next 2 Years	0%	60%	40%



Training and Experience

Types of training required:

For additional projection Information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	13%	53%	33%
Other Occupational Experience Accepted	33%	67%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	71%	29%	N/A



Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to operate a cash register, possession of a valid driver's license, telephone-answering skills.
Personal/Other Qualifications	Ability to stand for prolonged periods, ability to tolerate noise, dust and fumes.



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Bus and Truck Mechanics and Diesel Engine Specialists repair and maintain the operating condition of trucks, buses, and all types of diesel engines. Includes mechanics working primarily with automobile diesel engines.



Wages and Benefits

Combines union and non-union wages.

Experience		Range		Median	
New Hires, No Experience		\$10.00 - \$17.78		\$10.50	
New Hires, Experienced		\$9.09 - \$18.89		\$12.95	
Experienced, After 3 Years with Firm		\$12.00 - \$23.01		\$17.00	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	54%	0%	35%	0%	0%	0%	11%	3%
	Dental	38%	0%	24%	0%	16%	0%	22%	3%
	Vision	30%	0%	19%	0%	5%	0%	46%	3%
	Life	43%	0%	8%	0%	5%	0%	43%	3%
other benefits	Sick Leave	43%	0%	3%	0%	3%	0%	51%	3%
	Vacation	86%	0%	3%	0%	0%	0%	11%	3%
	Retirement	41%	0%	32%	0%	5%	0%	22%	3%
	Child Care	0%	0%	0%	0%	5%	0%	95%	3%
	Additional	5%	0%	0%	0%	0%	0%	0%	0%

Additional full-time benefits include Paid Holidays.



Work Patterns

Hours: Full-time 99%, Avg. of 41 hours per week
Part-time 1%, Avg. of 20 hours per week

Shifts: Day-97%
Swing-43%
Graveyard-22%
Other-5% (24/7)

In this occupation 99% of the employees are male,
1% are female.

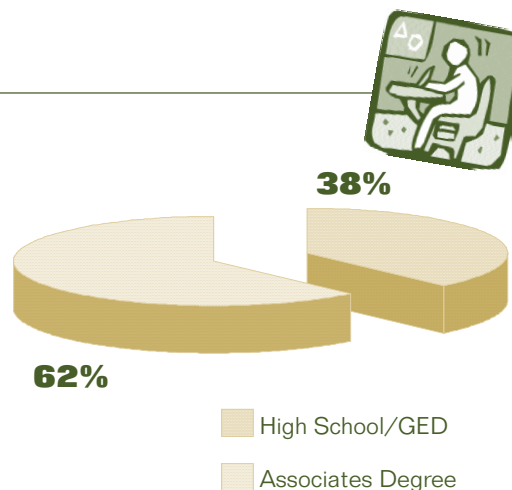


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (78%)
- Newspaper Ads (76%)
- Walk-in Applicants (35%)

education





Supply and Demand

Percent of responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation/1,560-2,040

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 30.8% (Much faster than average).

Total employees hired the last 12 Months: 134

Resulting from:

- Replacement due to Promotions: (17) 13%
- Replacements due to Employees leaving: (62) 46%
- New Positions: (55) 41%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	16%	57%	27%
Projected Over the Next 2 Years	5%	57%	38%

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	78%	3%	19%
Other Occupational Experience Accepted	19%	81%	0%
Technical or Vocational Training Required	22%	57%	22%
Training in Lieu of Experience	56%	44%	0%



Skills and Qualifications

Employers reported the following skills and/or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Automobile body and fender repair skills, ability to operate electronic automotive diagnostic equipment, knowledge of hydraulics, ability to operate electric testing equipment, ability to repair diesel engines, knowledge of basic auto mechanics, shop math skills, ability to implement safe work practices, ability to use hand tools, welding skills, possession of a valid Class A driver's license, valid Class B driver's license.
Personal/Other Qualifications	Understanding of a variety of cultures, willingness to work with close supervision, ability to work independently, customer service skills.



Local Training Providers

For additional Training Information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Call Center Supervisors and Managers in call centers directly supervise and coordinate activities of call center staff. Call Center Supervisors and Managers may also engage, in part, in the same work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision. Alternate title: Customer Service Manager



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$7.25 - \$23.59	\$16.78
Experienced, After 3 Years with Firm	\$15.00 - \$27.62	\$22.00

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	20%	0%	73%	0%	0%	0%	7%	0%
	Dental	27%	0%	67%	0%	0%	0%	7%	0%
	Vision	13%	0%	47%	0%	7%	0%	33%	0%
	Life	40%	0%	40%	0%	0%	0%	20%	0%
other benefits	Sick Leave	87%	0%	0%	0%	7%	0%	7%	0%
	Vacation	87%	0%	0%	0%	7%	0%	7%	0%
	Retirement	20%	0%	40%	0%	27%	0%	13%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

In this occupation 76 % employees are female, 24% are male.

Hours: Full-time 100 %, avg. of 40 hours per week
Shifts: Day-100%
Swing-13%
Graveyard-0%

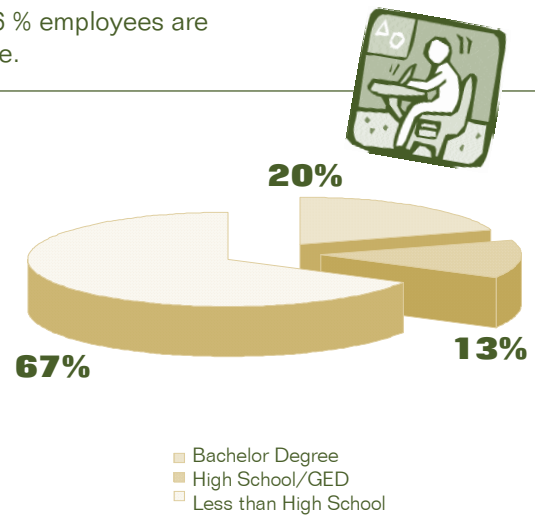


Recruitment Methods

The following are among the most successful methods of recruitment:

- In-house promotion or transfer (93%)
- Employee Referrals (80%)
- Newspaper Ads (60%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	X		



Size and Trends

Size of Occupation
No projection data available.

Total employees hired the last 12 Months: 0
Resulting from:

- Replacement due to Promotions: N/A
- Replacements due to Employees leaving: N/A
- New Positions: N/A

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	100%	0%
Projected Over the Next 2 Years	0%	80%	20%



Training and Experience

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	60%	0%	40%
Other Occupational Experience Accepted	7%	43%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	27%	73%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



Description

Call Center Workers place or receive telephone calls on behalf of an organization in order to facilitate sales, provide, customer service, answer customers' questions, conduct research, or route calls to other divisions in the organization. They may promote and/or take orders for products or services. They may answer customer inquiries regarding accounts or membership in the organization. They may also receive customer complaints and resolve problems with service, billing or credit. They use computers or process orders for products and services. Does not include employees who work primarily as Switchboard Operators or as Dispatchers. Alternate title: Customer Service Representatives



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$11.41		\$8.00	
New Hires, Experienced		\$7.00 - \$14.38		\$8.50	
Experienced, After 3 Years with Firm		\$7.25 - \$17.26		\$12.00	

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	18%	0%	76%	0%	0%	0%	6%	47%
	Dental	18%	0%	65%	0%	0%	0%	18%	47%
	Vision	6%	0%	53%	0%	6%	0%	35%	47%
	Life	29%	0%	35%	0%	6%	0%	29%	47%
other benefits	Sick Leave	71%	6%	6%	0%	6%	0%	18%	41%
	Vacation	82%	12%	0%	0%	6%	0%	12%	35%
	Retirement	18%	0%	41%	0%	18%	0%	24%	47%
	Child Care	0%	0%	6%	6%	6%	0%	88%	41%
	Additional	0%	0%	0%	0%	0%	0%	6%	6%



Work Patterns

In this occupation 85% of employees are female, 15% are male.

Hours: Full-time 83%, avg. of 40 hours per week
Part-time 17%, avg. of 25 hours per week

Shifts: Day-100%
Swing-18%
Graveyard-0%
Other-6% (5 p.m. to 9 p.m.).

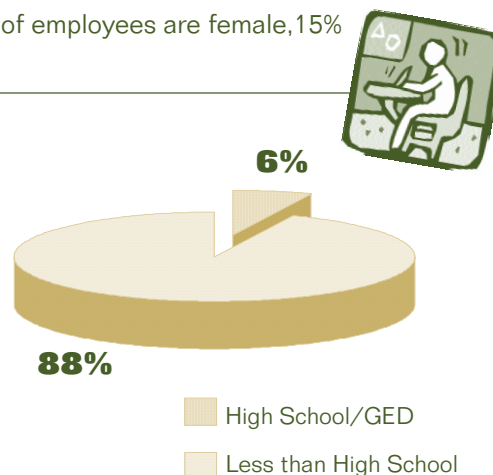


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (82%)
- Walk-in Applicants (59%)
- Newspaper Ads (59%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation
No projection data available.

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	82%	18%
Projected Over the Next 2 Years	0%	71%	29%

Total employees hired the last 12 Months: 51

Resulting from:

- Replacement due to promotions: 12 (24%)
- Replacements due to employees leaving: 33 (65%)
- New Positions: 6 (12%)



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	41%	12%	47%
Other Occupational Experience Accepted	40%	60%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	27%	73%	N/A



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



Description

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including in specialized construction fields, such as carpentry or plumbing. Does not include general managers of large construction contracting firms. Alternate title: Project Managers, Superintendents



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$15.00 - \$25.00		\$20.00	
New Hires, Experienced		\$12.00 - \$30.00		\$24.49	
Experienced, After 3 Years with Firm		\$15.00 - \$35.96		\$26.37	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	72%	0%	20%	0%	0%	0%	8%	0%
	Dental	40%	0%	0%	0%	4%	0%	56%	0%
	Vision	36%	0%	0%	0%	4%	0%	60%	0%
	Life	56%	0%	0%	0%	0%	0%	44%	0%
other benefits	Sick Leave	44%	0%	0%	0%	0%	0%	56%	0%
	Vacation	76%	0%	0%	0%	0%	0%	24%	0%
	Retirement	36%	0%	8%	0%	4%	0%	52%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	4%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Hours: Full-time 100%, avg. of 41 hours per week

Shifts: Day-96%

Swing-12%

Graveyard-12%

Other-(All Hours)-8%

In this occupation 99% employees are male, 1% are female.

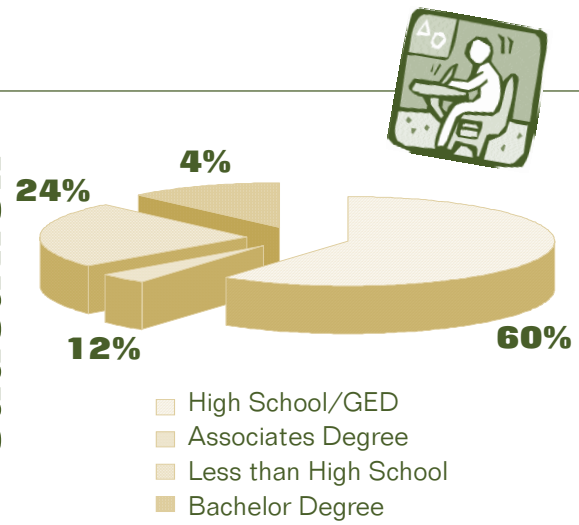


Recruitment Methods

The following are among the most successful methods of recruitment:

- In-house promotion or transfer (88%)
- Employee Referrals (84%)
- Newspaper Ads (48%)

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

Size of Occupation/720-940

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 30.6% (Much faster than average).

Total employees hired the last 12 Months: 60

Resulting from:

- Replacement due to promotions: (2) 3%
- Replacements due to employees leaving: (29) 48%
- New Positions: (29) 48%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	68%	32%
Projected Over the Next 2 Years	4%	76%	20%

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	20%	53%	27%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	47%	53%	0%
Training in Lieu of Experience	43%	57%	N/A



Skills and Qualifications

Qualifications	Required Qualifications
Basic/Technical Skills	Office management skills, report writing skills, ability to follow purchasing procedures, understanding of the collective bargaining process, civil engineering skills, ability to estimate costs and submit bids, ability to hire and assign personnel, landscape site planning skills, understanding of commercial real estate practices, understanding of building costs, possession of a contractor's license, understanding of construction terms, understanding of contract law, knowledge of EEO & affirmative action programs and guidelines, knowledge of OSHA safety standards, ability to perform advanced mathematical computations.
Personal/Other Qualifications	Ability to work independently, ability to write legibly and possess excellent oral communication skills.



Local Training Providers

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.

San Bernardino County CCOIS

2000



Description

Cost Estimators prepare cost estimates for manufacturing of products and construction projects. Alternate title: Project Managers, Superintendents



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	N/A	N/A
New Hires, Experienced	\$12.00 - \$28.77	\$18.40
Experienced, After 3 Years with Firm	\$16.00 - \$28.77	\$24.93

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	56%	0%	38%	0%	0%	0%	6%	0%
	Dental	44%	0%	13%	0%	6%	0%	38%	0%
	Vision	44%	0%	6%	0%	6%	0%	44%	0%
	Life	50%	0%	6%	0%	13%	0%	31%	0%
other benefits	Sick Leave	100%	0%	0%	0%	0%	0%	0%	0%
	Vacation	100%	0%	0%	0%	0%	0%	0%	0%
	Retirement	38%	0%	13%	0%	25%	0%	25%	0%
	Child Care	0%	0%	0%	0%	6%	0%	94%	0%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Of the firms responding, 96% were non-union while 4% were union.



Work Patterns

Hours: Full-time 100%, avg. of 42 hours per week

Shifts: Day-100%

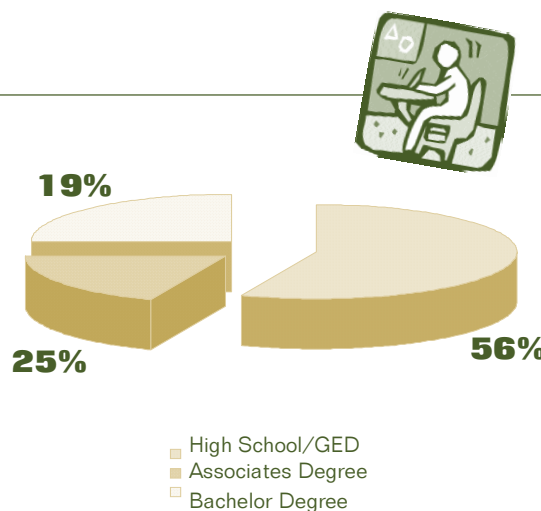
In this occupation 89% of the employees are male, 11% are female.

Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (94%)
- Newspaper Ads (81%)
- School, Program Referrals (50%)

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

Size of Occupation/490-640

It is projected that during 1997-2004 period this occupation will experience a growth rate of 30.6% (Much faster than average).

Total employees hired the last 12 Months: 75
Resulting from:

- Replacement due to promotions: (8) 11%
- Replacements due to employees leaving: (18) 24%
- New positions: (47) 63%
- Temporary: (2) 3%

Employment Levels	Decline	Remain Stable	row
During the Past Year	0%	68%	32%
Projected Over the Next 2 Years	4%	76%	20%

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	88%	8%	4%
Other Occupational Experience Accepted	35%	65%	N/A
Technical or Vocational Training Required	12%	84%	4%
Training in Lieu of Experience	17%	83%	N/A



Skills and Qualifications

QUALIFICATIONS	REQUIRED QUALIFICATIONS
Basic/Technical Skills	Automobile body and fender repair skills, ability to operate electronic automotive diagnostic equipment, knowledge of hydraulics, ability to operate electric testing equipment, ability to repair diesel engines, knowledge of basic auto mechanics, shop math skills, ability to implement safe work practices, ability to use hand tools, welding skills, possession of a valid Class A driver's license, valid Class B driver's license.
Personal/Other Qualifications	Understanding of a variety of cultures, willingness to work with close supervision, ability to work independently, customer service skills.



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Data Processing Equipment Repairers repair, maintain and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Does not include Non-Data Processing Equipment Repairers. Alternate title: Network Engineer, Computer Technician



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$12.00		\$9.32	
New Hires, Experienced		\$6.90 - \$15.00		\$10.00	
Experienced, After 3 Years with Firm		\$9.00 - \$18.75		\$12.00	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	50%	0%	25%	0%	0%	0%	19%	19%
	Dental	44%	0%	6%	0%	13%	0%	31%	19%
	Vision	25%	0%	6%	0%	6%	0%	56%	19%
	Life	38%	0%	6%	0%	6%	0%	44%	19%
other benefits	Sick Leave	56%	0%	0%	0%	6%	0%	31%	13%
	Vacation	81%	0%	0%	0%	0%	0%	13%	13%
	Retirement	6%	0%	19%	0%	13%	0%	56%	19%
	Child Care	0%	0%	0%	0%	0%	0%	94%	19%
	Additional	6%	0%	0%	0%	0%	0%	6%	0%



Work Patterns

Hours: Full-time 92%, avg. of 40 hours per week
Part-time 8%, avg. of 17 hours per week

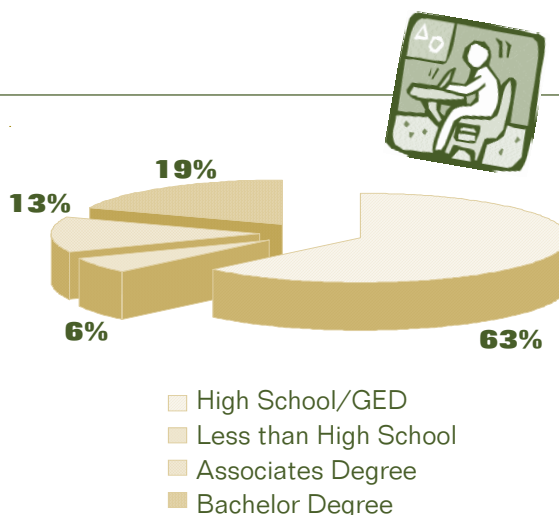
Shifts: Day-94%
Swing-6%
Other-6% (On-Call)

In this occupation 87% of the employees are male, 13% are female.



Recruitment Methods

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No projection data for this occupation.

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	63%	31%
Projected Over the Next 2 Years	6%	69%	25%

Total employees hired the last 12 months: 18

Resulting from:

- Replacement due to promotions: (2) 11%
- Replacements due to employees leaving: (10) 56%
- New positions: (6) 33%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	75%	13%	13%
Other Occupational Experience Accepted	29%	71%	0%
Technical or Vocational Training Required	50%	31%	19%
Training in Lieu of Experience	64%	36%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to use analog computers, ability to use digital computers, ability to operate electronics testing equipment, knowledge of EDP systems engineering, ability to use diagnostics programs, ability to operate peripheral equipment, record keeping skills, knowledge of hardware and operating systems. Knowledge of microcomputer hardware and operating systems. Knowledge of minicomputer hardware and operating systems.
Personal/Other Qualifications	Possession of a reliable vehicle. Willingness to work with close supervision. Public contact skills. Ability to work independently. Basic math skills, ability to read and follow instructions, ability to write legibly, oral communication skills.



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Drivers/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins, and to refill and service vending machines. Includes newspaper delivery drivers. Alternate title: Delivery Driver



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$11.99		\$6.50	
New Hires, Experienced		\$5.75 - \$12.79		\$8.00	
Experienced, After 3 Years with Firm		\$5.75 - \$16.00		\$8.89	

Of the firms responding, 88% were non-union while 12% were union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	41%	0%	18%	6%	6%	0%	18%	12%
	Dental	35%	0%	0%	6%	6%	0%	41%	12%
	Vision	18%	0%	0%	6%	6%	0%	59%	12%
	Life	29%	0%	12%	6%	6%	0%	35%	12%
other benefits	Sick Leave	35%	0%	0%	6%	0%	0%	47%	12%
	Vacation	59%	0%	0%	6%	0%	0%	24%	12%
	Retirement	18%	0%	18%	6%	12%	0%	35%	12%
	Child Care	0%	0%	0%	0%	0%	0%	82%	18%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional full-time benefits include: N/A



Work Patterns

Hours: Full-time 65%, avg. of 42 hours per week
Part-time 35%, avg. of 19 hours per week

Shifts: Day-100%
Swing-41%
Graveyard-6%
Other-29% (evenings, weekends)

In this occupation 84% of the employees are male while 16% are female.

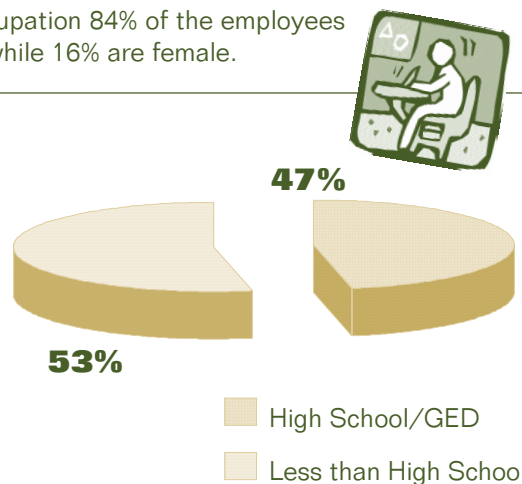


Recruitment Methods

The following are among the most successful methods of recruitment:

- Walk-in Applicants (69%)
- Employee Referrals (63%)
- Newspaper Ads (69%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified	X		
Inexperienced		X	



Size and Trends

Size of Occupation/1,620-2,380

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 46.9% (Much faster than average).

Total employees hired the last 12 months: 38

Resulting from:

- Replacement due to promotions: (0) 0%
- Replacements due to employees leaving: (22) 58%
- New positions: (15) 39%
- Temporary: (1) 3%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	18%	47%	35%
Projected Over the Next 2 Years	6%	53%	41%

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience

Types of training required:

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	18%	71%	12%
Other Occupational Experience Accepted	0%	100%	0%
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	0%	100%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Business math skills, ability to read invoices, record keeping skills, cash handling skills, automotive maintenance and minor repair skills, understanding of inventory techniques, bondable, possession of a valid Class A driver's license, valid Class B driver's license.
Personal/Other Qualifications	Ability to lift at least 50 lbs. repeatedly



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Fiber Optics Technicians are responsible for the installation of fiber optic cables, making connections and splicing of fiber cables. They may maintain fiber optic systems to the nodes, which includes interconnecting and splicing at the nodes and at the head end. They may make connections to the nodes and repair the system.



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$6.00 - \$12.00		\$9.00	
New Hires, Experienced		\$8.50 - \$21.60		\$15.00	
Experienced, After 3 Years with Firm		\$10.00 - \$29.77		\$21.60	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	0%	53%	0%	7%	0%	13%	0%
	Dental	20%	0%	47%	0%	7%	0%	271%	0%
	Vision	7%	0%	20%	0%	7%	0%	67%	0%
	Life	339%	0%	13%	0%	13%	0%	40%	0%
other benefits	Sick Leave	33%	0%	7%	0%	13%	0%	47%	0%
	Vacation	67%	0%	13%	0%	13%	0%	7%	0%
	Retirement	13%	0%	27%	0%	20%	0%	40%	0%
	Child Care	0%	0%	7%	0%	0%	0%	93%	0%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional Full-time benefits include: N/A



Work Patterns

Hours: Full-time 100%, avg. of 40 hours per week
 Shifts: Day-100%
 Swing-40%
 Graveyard-13%
 Other-7%

In this occupation 89% of the employees are male, 2% are female.

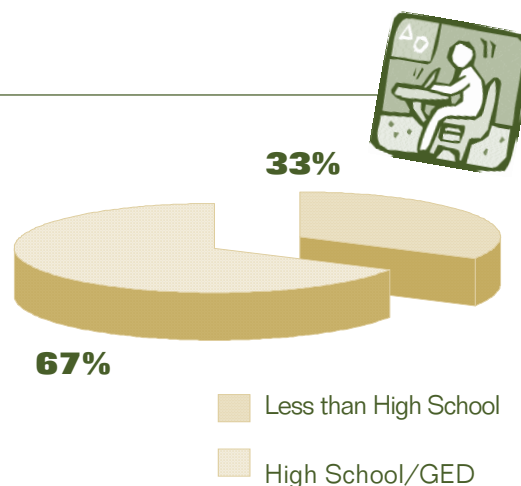


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (100%)
- Newspaper Ads (67%)
- School, Program Referrals (40%)

education





Supply and Demand

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

No Projection Data for this occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	47%	53%
Projected Over the Next 2 Years	0%	33%	67%

Total employees hired the last 12 months: 75
Resulting from:

- Replacement due to promotions: (8) 11%
- Replacements due to employees leaving: (18) 24%
- New positions: (47) 63%
- Temporary: (2) 3%

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience

Types of training required

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	67%	20%	13%
Other Occupational Experience Accepted	22%	78%	N/A
Technical or Vocational Training Required	13%	80%	7%
Training in Lieu of Experience	42%	58%	N/A



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Financial Managers plan, organize, direct, control, or coordinate financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions. Alternate title: Chief Financial Officer, Business Manager



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		N/A		N/A	
New Hires, Experienced		\$12.79 - \$46.03		\$25.97	
Experienced, After 3 Years with Firm		\$14.49 - \$49.34		\$19.89	

Of the firms responding, 100% were non-union.

Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance								
	Medical	38%	0%	63%	0%	0%	0%	0%
	Dental	44%	0%	56%	0%	0%	0%	0%
	Vision	38%	0%	44%	0%	13%	0%	6%
	Life	69%	0%	25%	0%	0%	0%	6%
other benefits	Sick Leave	94%	0%	0%	0%	0%	6%	0%
	Vacation	94%	0%	0%	0%	0%	6%	0%
	Retirement	19%	0%	13%	0%	56%	13%	0%
	Child Care	0%	0%	0%	0%	0%	100%	0%
	Additional	13%	0%	0%	0%	0%	0%	0%

Additional full-time benefits include: Mileage Reimbursement



Work Patterns

Hours: Full-time 100 %, avg. of 40 hours per week

Shifts: Day-100%

Swing-6%

Other-6% (rotating shifts)

In this occupation 55% of the employees are female, 45% are male.

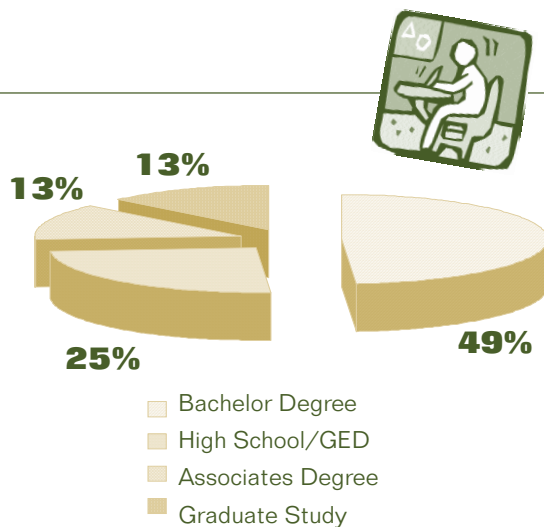


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (81%)
- In-house promotions and transfers (75%)
- Newspaper Ads (56%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	N/A	N/A	N/A



Size and Trends

Size of Occupation/2,090-2,490

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 19.1% (Faster than average).

Total employees hired the last 12 months:

Replacement due to:

- Promotions: (2) 50%
- Replacements due to employees leaving: (1) 25%
- New positions: (1) 25%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	81%	19%
Projected Over the Next 2 Years	0%	81%	19%

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	100%	0%	0%
Other Occupational Experience Accepted	7%	93%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	19%	81%	N/A



Skills and Qualifications

Employers reported the following skills/qualifications as being important for this occupation.

Qualifications	Required Qualifications
Basic/Technical Skills	Business math skills. Ability to plan and organize the work of others, report writing skills, cost accounting skills, understanding of regulations affecting financial institutions, ability to apply techniques of statistical analysis, ability to analyze securities, financial planning skills, budget analysis skills, cost analysis skills, ability to hire and assign personnel, ability to interpret actuarial and probability of loss tables, ability to use computers in accounting applications, verbal presentation skills, ability to perform advance mathematical computations.
Personal/Other Qualifications	Ability to read and comprehend information quickly. Ability to work independently.



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

First line supervisors and managers/supervisors or Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same production work as the workers they supervise. Does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$5.75 - \$7.50	\$6.63
New Hires, Experienced	\$6.00 - \$17.05	\$12.00
Experienced, After 3 Years with Firm	\$6.00 - \$30.00	\$15.00

Of the firms responding, 100% were non-union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	27%	7%	60%	0%	7%	0%	7%	7%
	Dental	7%	7%	53%	0%	13%	0%	27%	7%
	Vision	0%	0%	20%	0%	13%	0%	67%	13%
	Life	20%	7%	27%	0%	7%	0%	47%	7%
other benefits	Sick Leave	27%	0%	7%	0%	7%	0%	60%	13%
	Vacation	73%	7%	13%	0%	7%	0%	7%	7%
	Retirement	7%	0%	47%	0%	13%	0%	33%	13%
	Child Care	0%	0%	7%	0%	7%	0%	87%	13%
	Additional	0%	0%	7%	0%	0%	0%	13%	0%

Additional full-time benefits include: Education Reimbursement



Work Patterns

Hours: Full-time 98%, avg. of 42 hours per week
Part-time 2%, avg. of 18 hours per week

Shifts: Day-93%
Swing-33%
Graveyard-13%
Other-7% (rotating shifts)

In this occupation 81% of the employees are male, 19% are female.

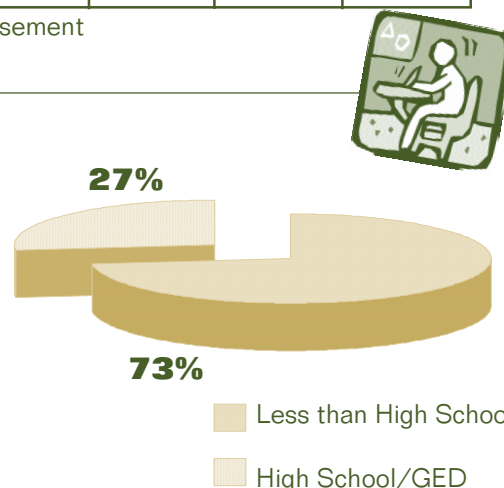


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (100%)
- In-house promotions and transfers (87%)
- Newspaper Ads (80%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

Size of Occupation/1,890-2,420

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



It is projected that during the 1997-2004 period this occupation will experience a growth rate of 28% (Much faster than average).

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	67%	20%
Projected Over the Next 2 Years	0%	67%	33%

Total employees hired the last 12 months: 16. Resulting from:

- Replacement due to promotions: (4) 25%
- Replacements due to employees leaving: (6) 38%
- New positions: (5) 31%
- Temporary: (1) 6%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	73%	7%	20%
Other Occupational Experience Accepted	43%	57%	0%
Technical or Vocational Training Required	7%	87%	7%
Training in Lieu of Experience	50%	50%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to plan to organize the work of others, ability to explain and follow grievance procedures, ability to follow safe equipment operating practices, ability to perform assembly work, basic construction skills, ability to give oral instructions, problem solving skills, knowledge of technical aspects of subordinates' duties.
Personal/Other Qualifications	Ability to set work priorities, ability to motivate others, ability to work independently, interpersonal skills, ability to work under pressure, customer service skills, ability to deal effectively with difficult individuals, ability to manage unexpected situations or circumstances, ability to manage a multicultural workforce, ability to manage multiple priorities.



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Take care of and do household chores for the elderly and disabled under the supervision of a registered nurse or physical therapist.



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$6.00 - \$9.00	\$7.98
New Hires, Experienced	\$6.20 - \$12.00	\$8.60
Experienced, After 3 Years with Firm	\$6.20 - \$15.50	\$9.09

Of the firms responding,
100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	6%	0%	35%	18%	6%	0%	18%	59%
	Dental	6%	0%	41%	12%	6%	0%	12%	65%
	Vision	6%	6%	35%	12%	6%	0%	18%	59%
	Life	24%	6%	6%	0%	24%	6%	12%	65%
other benefits	Sick Leave	35%	6%	6%	6%	6%	0%	18%	65%
	Vacation	41%	12%	12%	12%	6%	0%	6%	53%
	Retirement	18%	0%	6%	6%	18%	6%	24%	65%
	Child Care	0%	0%	6%	6%	12%	6%	47%	65%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

Hours: Full-time 64 %, avg. of 40 hours per week
Part-time 34%, avg. of 22 hours per week

Shifts: Day-100%
Swing-53%
Graveyard-41%
Other-6% (weekends)

In this occupation 79% of the employees are female,
21% are male.

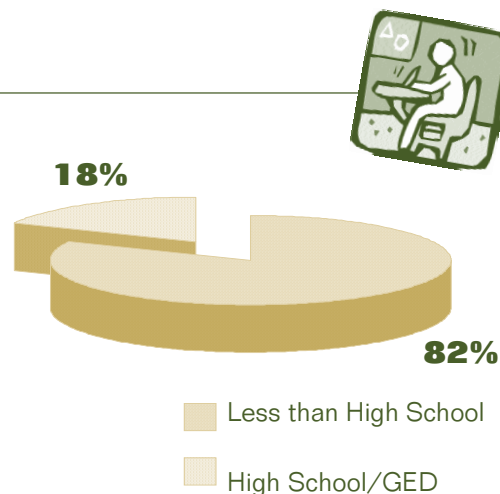


Recruitment Methods

The following are among the most successful
methods of recruitment:

- Employee Referrals (82%)
- Newspapers Ads (76%)
- Walk-in Applicants (36%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced			X



Size and Trends

Size of Occupation/340-450

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 32.4% (Much faster than average).

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	53%	41%
Projected Over the Next 2 Years	6%	59%	35%

Total employees hired the last 12 months: 99. Resulting from:

- Replacement due to promotions: (8) 8%
- Replacements due to employees leaving: (60) 61%
- New positions: (27) 27%
- Temporary (4) 4%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	47%	24%	29%
Other Occupational Experience Accepted	0%	100%	N/A
Technical or Vocational Training Required	31%	69%	0%
Training in Lieu of Experience	35%	65%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Basic math skills, excellent oral communications. Ability to prepare meals, ability to apply transferring techniques to moving patients, possession of an HHA Certificate, possession of a Certified Nurse Assistant qualification, certificated to perform CPR, possession of a valid driver's license.
Personal/Other Qualifications	Possession of a reliable vehicle, willingness to work with close supervision, ability to work independently.



Local Training Providers

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators. Alternate title: Forklift Operator/Driver



Wages and Benefits

Of the firms responding, 78% were non-union while 22% were union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$9.90 - \$16.95	\$5.75 - \$13.63	\$12.50	\$8.32
New Hires, Experienced	\$9.70 - \$19.45	\$5.75 - \$14.38	\$11.96	\$10.00
Experienced, After 3 Years with Firm	\$10.85 - \$19.45	\$5.75 - \$19.39	\$12.23	\$14.00

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	33%	0%	56%	0%	4%	0%	7%	0%
	Dental	15%	0%	48%	0%	7%	0%	30%	0%
	Vision	19%	0%	22%	0%	7%	0%	52%	4%
	Life	44%	0%	26%	0%	0%	0%	30%	0%
other benefits	Sick Leave	33%	0%	7%	0%	0%	0%	59%	0%
	Vacation	78%	0%	7%	0%	0%	0%	15%	0%
	Retirement	33%	0%	33%	0%	11%	0%	22%	0%
	Child Care	4%	0%	0%	0%	0%	0%	96%	4%
	Additional	0%	0%	0%	0%	0%	0%	4%	0%



Work Patterns

In this occupation 98% of the employees are male, 2% are female.

Hours: Full-time 100%, Avg. of 42 hours per week
 Shifts: Day-93%
 Swing-44%
 Graveyard-22%
 Other-4% (on the road drivers)

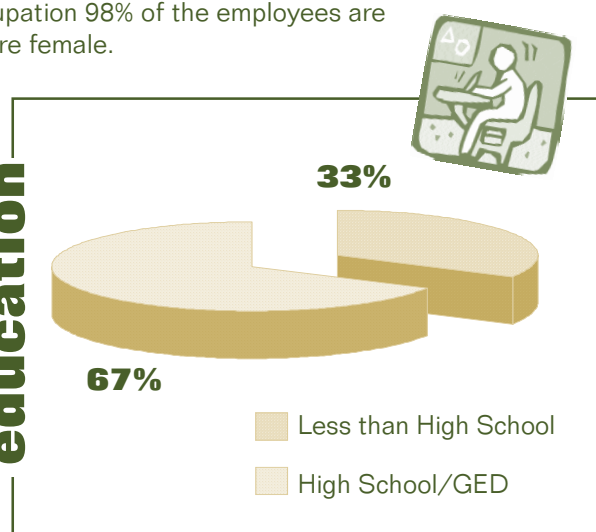


Recruitment Methods

The following are among the most successful methods of recruitment:

- Newspaper Ads (81%)
- Employee Referrals (70%)
- Walk-in Applicants (70%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation/2,080-2,540

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 22.1% (Faster than average).

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



Employment Levels	Decline	Remain Stable	Grow
During the Past Year	4%	67%	30%
Projected Over the Next 2 Years	4%	70%	26%

Total employees hired the last 12 Months: 4

Resulting from:

Replacement due to Promotions: (22) 17%

Replacements due to employees leaving: (82) 62%

New positions: (23) 17%

Temporary: (6) 5%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	59%	11%	30%
Other Occupational Experience Accepted	14%	86%	0%
Technical or Vocational Training Required	11%	85%	4%
Training in Lieu of Experience	33%	67%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Automobile maintenance, minor repair skills, forklift driver certificate.
Personal/Other Qualifications	Mechanical aptitude, basic math skills, ability to read and follow directions, excellent oral communication skills.



Local Training Providers

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Non-vocational Education Instructors teach or instruct out-of-school youths and adults in courses other than those that normally lead to an occupational objective and are less than the baccalaureate level. Subjects may include self-improvement or non-vocational courses, such as Americanization, basic education, art, drama, music, bridge, homemaking, stock market analysis, languages, modeling, flying, dancing, and automobile driving. They teach in public or private schools or in an organization whose primary business is other than education. Alternate title: Teacher



Wages and Benefits

Experience				Range		Median		Of the firms responding, 100% were non-union.	
New Hires, No Experience				\$5.75 - \$28.20		\$8.00			
New Hires, Experienced				\$6.50 - \$20.00		\$12.00			
Experienced, After 3 Years with Firm				\$8.00- \$30.70		\$15.05			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
insurane	Benefits	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	25%	0%	13%	0%	0%	6%	19%	81%
	Dental	19%	0%	6%	0%	0%	6%	31%	81%
	Vision	13%	0%	13%	0%	6%	6%	31%	81%
	Life	13%	6%	0%	0%	0%	6%	38%	75%
other benefits	Sick Leave	44%	19%	0%	0%	0%	0%	13%	69%
	Vacation	31%	6%	0%	0%	0%	0%	25%	81%
	Retirement	19%	6%	0%	0%	6%	6%	31%	75%
	Child Care	6%	0%	0%	0%	0%	0%	50%	88%
	Additional	0%	0%	0%	0%	0%	0%	6%	0%



Work Patterns

In this occupation 57% of the employees are female, 43% are male.

Hours: Full-time 30%, avg. of 38 hours per week
Part-time 54%, avg. of 18 hours per week
Temp/On-Call. avg. of 16 hours per week

Shifts: Day-94%
Swing-50%
Graveyard-6%
Other-13% (morning/afternoon calls)

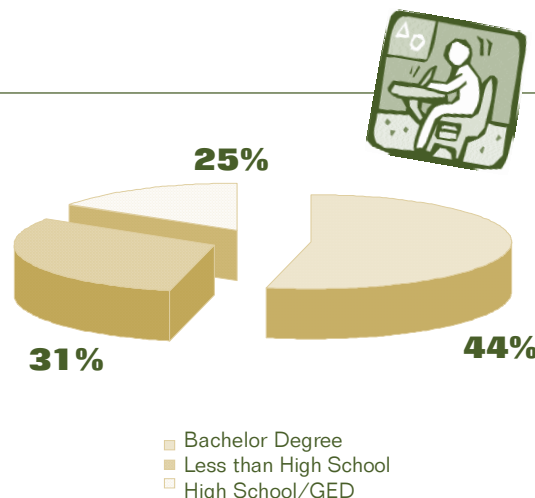


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (88%)
- In-house promotions and transfers (38%)
- Walk-in Applicants (38%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

Size of Occupation/3,090-5,020

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 33.3% (Much faster than average).

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	22%	65%
Projected Over the Next 2 Years	2%	7%	91%

Replacements due to employees leaving: (10) 22%

New positions: (19) 41%

Temporary: (1) 2%



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	50%	13%	38%
Other Occupational Experience Accepted	17%	83%	0%
Technical or Vocational Training Required	19%	81%	0%
Training in Lieu of Experience	64%	36%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



Description

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$6.00 - \$12.79		\$6.00	
New Hires, Experienced		\$6.00 - \$21.31		\$12.79	
Experienced, After 3 Years with Firm		\$7.00 - \$24.29		\$17.05	

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	53%	0%	27%	0%	7%	0%	13%	20%
	Dental	47%	0%	13%	0%	13%	0%	27%	20%
	Vision	27%	0%	7%	0%	13%	0%	53%	20%
	Life	47%	0%	0%	0%	13%	0%	40%	20%
other benefits	Sick Leave	80%	0%	7%	0%	0%	0%	13%	20%
	Vacation	87%	7%	7%	0%	0%	0%	7%	13%
	Retirement	27%	0%	7%	0%	13%	6%	53%	20%
	Child Care	0%	0%	0%	0%	0%	0%	100%	20%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional full-time benefits include: N/A



Work Patterns

Hours: Full-time 82%, avg. of 42 hours per week.
Part-time 13%, avg. of 12 hours per week.
Temp/On-call 5%, avg. of 20 hours per week.

Shifts: Day-93%
Swing-7%

In this occupation 53% of the employees are female,
47% are male.

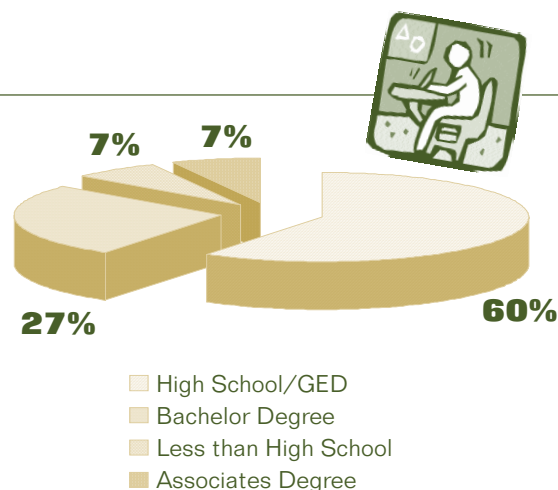


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (80%)
- Newspaper Ads (67%)
- Internet (47%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation/1,050-1,280

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 21.9% (average).

Total employees hired the last 12 Months: 18

Resulting from:

- Replacement due to promotions: (1) 6%
- Replacements due to employees leaving: (2) 11%
- New positions: (11) 61%
- Temporary: (4) 22%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	47%	53%
Projected Over the Next 2 Years	0%	47%	53%

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	73%	20%	7%
Other Occupational Experience Accepted	25%	75%	0%
Technical or Vocational Training Required	7%	87%	7%
Training in Lieu of Experience	33%	67%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to manage an activity or department. Supervisory skills, ability to analyze and use market research data. Understanding of labor relations' practices. Media advertising sales skills.
Personal/Other Qualifications	Ability to work independently, ability to maintain good customer relations, ability to maintain good business relationships. Ability to manage unexpected situations or



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments. Alternate title: Front Office Secretaries, Medical Receptionist



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$6.50 - \$7.00	\$6.75
New Hires, Experienced	\$6.50 - \$11.97	\$7.75
Experienced, After 3 Years with Firm	\$8.00 - \$13.96	\$9.63

Of the firms responding, 93% were non-union while 7% were union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	50%	0%	29%	0%	0%	0%	21%	0%
	Dental	29%	0%	14%	0%	0%	0%	57%	0%
	Vision	14%	0%	21%	0%	0%	0%	64%	0%
	Life	7%	0%	0%	0%	0%	0%	93%	0%
other benefits	Sick Leave	29%	0%	7%	0%	0%	0%	64%	0%
	Vacation	36%	0%	7%	0%	0%	0%	57%	0%
	Retirement	7%	0%	14%	0%	0%	0%	79%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	0%	0%	0%	0%	0%	0%	21%	0%



Work Patterns

Hours: Full-time 89%, avg. of 39 hours per week

Part-time 11%, avg. of 22 hours per week

Shifts: Day-100%

In this occupation 98% of the employees are female, 2% are male.

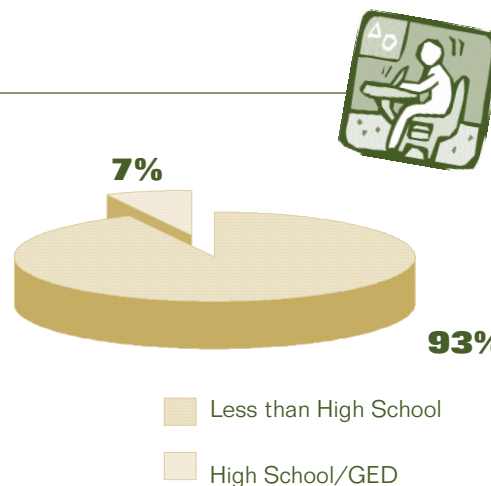


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (79%)
- School, Program Referrals (57%)
- Walk-in Applicants (57%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation/510-520

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 2% (No significant change, remain stable).

Total employees hired the last 12 months: 24

Resulting from:

- Replacement due to promotions: (3) 13%
- Replacements due to employees leaving: (12) 50%
- New positions: (9) 38%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	57%	43%
Projected Over the Next 2 Years	0%	57%	43%

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	71%	0%	29%
Other Occupational Experience Accepted	23%	77%	N/A
Technical or Vocational Training Required	7%	86%	7%
Training in Lieu of Experience	43%	57%	N/A



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to complete and explain insurance forms, ability to operate a transcribing machine, ability to follow billing procedures, certified in Medical Transcription as CMT, knowledge of medical terminology, ability to take dictation of at least 100 words per minute, ability to type at least 60 words per minute. Basic math skills, ability to read and follow instructions.

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



Description

Operating Engineers operate several types of power construction equipment, such as compressors, pumps, hoists, derricks, and cranes. Shovels, tractors, scrapers, or motor graders to excavate, move and grade earth, erect structures, or pour concrete or other hard surface paving. They may repair and maintain equipment in addition to other duties. Does not include workers who specialize in operation of a single type of heavy equipment such as a bulldozer or crane.



Wages and Benefits

Of the firms responding, 56% were non-union while 44% were

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$27.00 - \$40.55	\$7.00 - \$10.00	\$28.54	\$8.00
New Hires, Experienced	\$18.50 - \$40.55	\$10.00 - \$17.00	\$28.00	\$14.00
Experienced, After 3 Years with Firm	\$18.50 - \$40.55	\$14.00 - \$20.00	\$28.77	\$18.00

Benefits		Employer Pays		All Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	44%	0%	28%	0%	6%	0%	13%	0%
	Dental	25%	0%	19%	0%	13%	0%	44%	0%
	Vision	25%	0%	13%	0%	6%	0%	56%	0%
	Life	25%	0%	19%	0%	6%	0%	50%	0%
other benefits	Sick Leave	25%	0%	0%	0%	0%	0%	75%	0%
	Vacation	75%	0%	0%	0%	0%	0%	25%	0%
	Retirement	44%	0%	13%	0%	6%	0%	38%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	0%	0%	0%	0%	0%	0%	6%	0%

Additional full-time benefits include: N/A



Work Patterns

In this occupation 98% of the employees are male, 2% are female.

Hours: Full-time 88%, avg. of 40 hours per week
Part-time-1%
Temporary/On-call 12%

Shifts: Day-100%
Swing-6%
Other-6% (4/10 hour days)

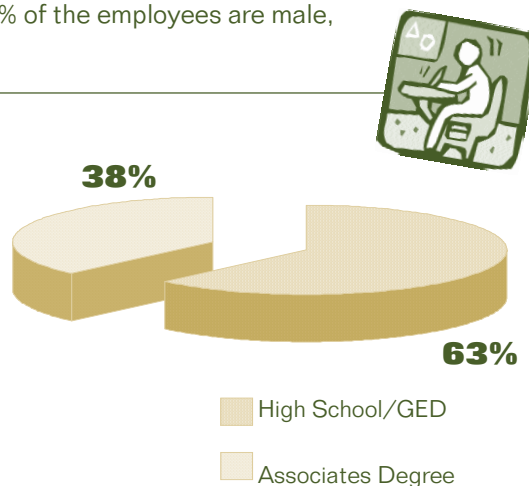


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (75%)
- In-house promotions and transfers (63%)
- Newspaper Ads (50%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced		X	



Size and Trends

Size of Occupation/700-840

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 20% (Average).

Total employees hired the last 12 months: 109
Resulting from:

- Replacement due to promotions: (7) 6%
- Replacements due to employees leaving: (28) 26%
- New positions: (24) 22%
- Temporary positions: (50) 46%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	13%	31%	56%
Projected Over the Next 2 Years	13%	56%	31%



Training and Experience

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	63%	31%	6%
Other Occupational Experience Accepted	30%	70%	0%
Technical or Vocational Training Required	6%	88%	6%
Training in Lieu of Experience	27%	73%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Automotive maintenance and minor repair skills. Ability to read blue prints, ability to read working drawings, ability to follow safe equipment operating practices, basic construction skills, certified for special construction equipment.
Personal/Other Qualifications	Ability to pass a pre-employment medical examination, ability to lift at least 50 lbs. repeatedly. Possession of mechanical aptitude, willingness to work with close supervision, ability to work independently, possession of a good DMV driving record.



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social and other problems. They order supplies and determine need for maintenance, repairs, and furnishings. Alternate title: Case Manager, Residential Manager, Activity/Resident Director.



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$5.75 - \$13.14		\$6.71	
New Hires, Experienced		\$5.75 - \$12.44		\$8.00	
Experienced, After 3 Years with Firm		\$5.77 - \$15.10		\$9.00	

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurane	Medical	24%	6%	71%	0%	0%	0%	5%	24%
	Dental	29%	6%	47%	0%	0%	0%	24%	24%
	Vision	24%	6%	35%	0%	6%	0%	35%	24%
	Life	41%	0%	12%	0%	6%	6%	41%	29%
other benefits	Sick Leave	76%	0%	0%	0%	0%	0%	24%	29%
	Vacation	76%	6%	12%	0%	0%	0%	12%	24%
	Retirement	12%	6%	18%	0%	18%	0%	53%	24%
	Child Care	0%	0%	0%	0%	0%	0%	100%	29%
	Additional	6%	0%	0%	0%	0%	0%	6%	6%

Additional full-time benefits include: Short Term/Long Term Disability



Work Patterns

Hours: Full-time 81%, avg. of 40 hours per week
 Part-time 12%, avg. of 24 hours per week
 Temp/on-call 7%, avg. of 15 hours per week

Shifts: Day-100%
 Swing-76%
 Graveyard-59%
 Other-65% (weekends, on-call, 24/7).



Recruitment Methods

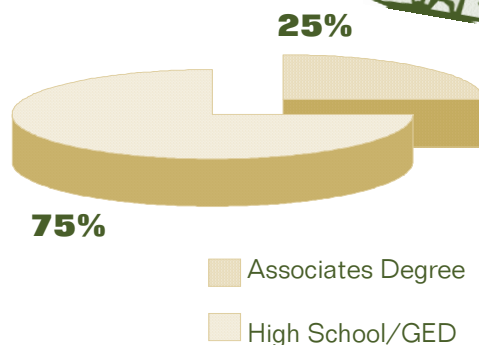
The following are among the most successful methods of recruitment:

- Employee Referrals (82%)
- Newspaper Ads (71%)
- Walk-in Applicants (29%)
- College/Universities (29%)

In this occupation 60% of employees are female, 40% are male.



education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	A Little Difficult	Somewhat Difficult	Very Difficult
Fully Experienced & Qualified	0%	18%	29%	12%
Inexperienced	12%	18%	12%	0%



Size and Trends

Size of Occupation/880-1,230

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 39.8% (Much faster than average).

Total employees hired the last 12 Months: 203 employees
Resulting from:

- Replacement due to Promotions: 18 (9%)
- Replacements due to Employees leaving: 112 (55%)
- New Positions: 14 (7%)
- Temporary Positions: 59 (29%)

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	71%	29%
Projected Over the Next 2 Years	6%	53%	41%

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	59%	18%	24%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	6%	82%	12%
Training in Lieu of Experience	29%	71%	N/A



Skills and Qualifications

Qualifications	Required Qualifications
Basic/Technical Skills	Ability to plan and organize the work of others, record keeping skills, merchandise ordering skills, ability to write effectively, problem solving skills, ability to implement a progressive discipline process. Basic math skills, ability to read and follow instructions, ability to write legibly, oral communications skills.

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



Description

Storage and Distribution Managers, plan, direct and coordinates the activities of workers, such as forklift operators, shipping clerks and material movers, engaged in storage and distribution of materials and products. Their duties include use of manual or electronic means to establish and maintain operational procedures for verification of incoming and outgoing shipments, handling and disposition of merchandise, and maintaining of warehouse inventories. They work with other department heads to coordinate activities with need in production, sales and purchasing. They plan and oversee facilities and equipment maintenance and repair. Alternate title: Warehouse Manager, Facility Manager.



Wages and Benefits

Experience	Range	Median
New Hires, No Experience	\$11.50 - \$17.26	\$16.00
New Hires, Experienced	\$9.00 - \$19.18	\$16.39
Experienced, After 3 Years with Firm	\$11.50 - \$25.57	\$19.10

Of the firms responding, 93% were non-union and 7% were union.

Benefits		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	29%	0%	64%	0%	7%	0%	0%	0%
	Dental	21%	0%	64%	0%	14%	0%	0%	0%
	Vision	21%	0%	50%	0%	14%	0%	14%	0%
	Life	71%	0%	14%	0%	7%	0%	7%	0%
other benefits	Sick Leave	86%	0%	0%	0%	0%	0%	14%	0%
	Vacation	86%	0%	7%	0%	0%	0%	7%	0%
	Retirement	50%	0%	29%	0%	7%	0%	14%	0%
	Child Care	7%	0%	0%	0%	7%	0%	86%	0%
	Additional	21%	0%	0%	0%	0%	0%	0%	0%



Work Patterns

In this occupation 85% of the employees are male, 15% are female.

Hours: Full-time 100%, avg. of 42 hours per week
 Shifts: Day-100%
 Swing-36%
 Graveyard-21%
 Other-14% (24 hours a day, 7 days a week)

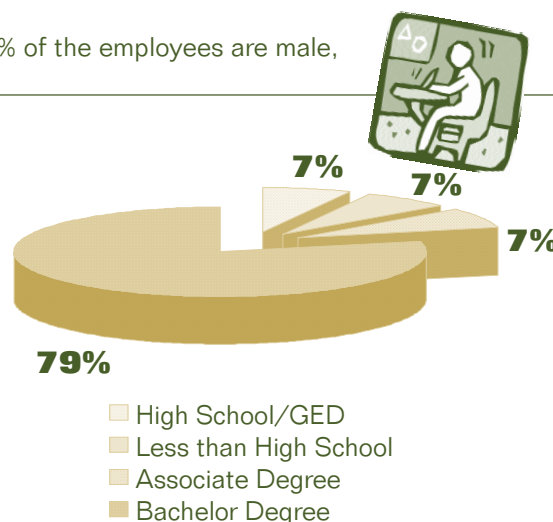


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (69%)
- In-house promotions and transfers (69%)
- Newspaper Ads (54%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

No Projection Data for this occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	79%	14%
Projected Over the Next 2 Years	0%	71%	29%

Total employees hired the last 12 Months: 69

Resulting from:

- Replacement due to Promotions: (41) 59%
- Replacements due to Employees leaving: (17) 25%
- New Positions: (11) 16%

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	57%	21%	21%
Other Occupational Experience Accepted	9%	91%	N/A
Technical or Vocational Training Required	0%	100%	0%
Training in Lieu of Experience	18%	82%	N/A



Skills and Qualifications

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



Description

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists. Alternate title: System Administrator



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		N/A		N/A	
New Hires, Experienced		\$9.00 - \$21.58		\$17.85	
Experienced, After 3 Years with Firm		\$10.00 - \$31.16		\$21.58	

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	40%	0%	47%	0%	0%	0%	13%	7%
	Dental	27%	0%	40%	0%	13%	0%	20%	7%
	Vision	13%	0%	27%	0%	7%	0%	53%	7%
	Life	13%	0%	27%	0%	7%	0%	53%	7%
other benefits	Sick Leave	60%	0%	20%	0%	0%	0%	20%	7%
	Vacation	80%	0%	13%	0%	0%	0%	7%	7%
	Retirement	20%	0%	27%	0%	13%	0%	40%	7%
	Child Care	0%	0%	7%	0%	0%	0%	93%	7%
	Additional	0%	0%	0%	0%	7%	0%	7%	0%

Additional full-time benefits include: N/A



Work Patterns

Hours: Full-time 98%, avg. of 40 hours per week

Part-time 2%, avg. of 25 hours per week

Shifts: Day-100%

Swing-7%

In this occupation 63% of the employees are male while 37% are female.

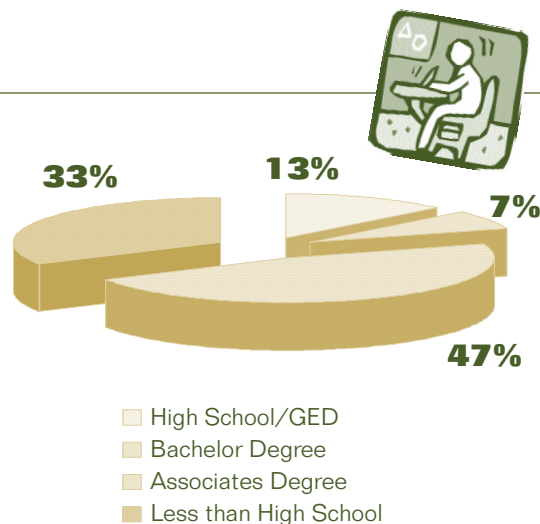


Recruitment Methods

The following are among the most successful methods of recruitment:

- Employee Referrals (80%)
- Newspaper Ads (60%)
- In-house promotions and transfers (53%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced	N/A	N/A	N/A



Size and Trends

Size of Occupation/570-850

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 49.1% (Much faster than average).

Total employees hired the last 12 months: 21
Resulting from:

- Replacement due to promotions: (5) 24%
- Replacements due to employees leaving: (9) 43%
- New positions: (5) 24%
- Temporary: (2) 10%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	7%	80%	13%
Projected Over the Next 2 Years	0%	60%	40%



Training and Experience

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	100%	0%	0%
Other Occupational Experience Accepted	21%	79%	0%
Technical or Vocational Training Required	27%	60%	13%
Training in Lieu of Experience	27%	73%	0%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Knowledge of Algebra, ability to prepare flow charts, ability to use COBOL, knowledge of mainframe hardware and operating systems, knowledge of microcomputer and operating systems, ability to use C programming language, knowledge of UNIX, ability to use database software, ability to use business applications software, ability to use scientific applications software, ability to use engineering applications software, understanding of wide area networks, ability to set up and maintain multi-user systems, understanding of local area networks (LAN), ability to write effectively.
Personal/Other Qualifications	Customer service skills



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Kindergarten Teachers teach elemental natural and social science, personal hygiene, music, art, and literature to children from 4 to 6 years old. Promote physical, mental and social development. May require State Certification.



Wages and Benefits

Of the firms responding, 64% were union, 36% were non-union.

Experience	Range		Median	
	Union	Non Union	Union	Non Union
New Hires, No Experience	\$15.31 - \$18.18	\$7.00 - \$21.14	\$17.16	\$16.04
New Hires, Experienced	\$16.45 - \$21.05	\$7.50 - \$21.14	\$17.85	\$15.38
Experienced, After 3 Years with Firm	\$18.18 - \$24.35	\$8.25 - \$25.00	\$21.07	\$16.27

		Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
Benefits		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance									
	Medical	79%	0%	14%	21%	0%	0%	0%	14%
	Dental	93%	7%	0%	14%	0%	0%	0%	14%
	Vision	79%	7%	0%	14%	0%	0%	14%	14%
	Life	86%	0%	0%	14%	0%	0%	7%	21%
other benefits	Sick Leave	86%	7%	0%	0%	7%	7%	0%	7%
	Vacation	43%	7%	7%	0%	7%	0%	36%	29%
	Retirement	50%	7%	14%	0%	7%	6%	21%	29%
	Child Care	0%	0%	7%	7%	0%	6%	86%	21%
	Additional	0%	0%	0%	0%	0%	0%	0%	0%

Additional full-time benefits include: N/A



Work Patterns

Hours: Full-time 99%, avg. of 35 hours per week

Part-time 1%, avg. of 19 hours per week

Shifts: Day-100%

In this occupation 73% of the employees are female, 27% are male.

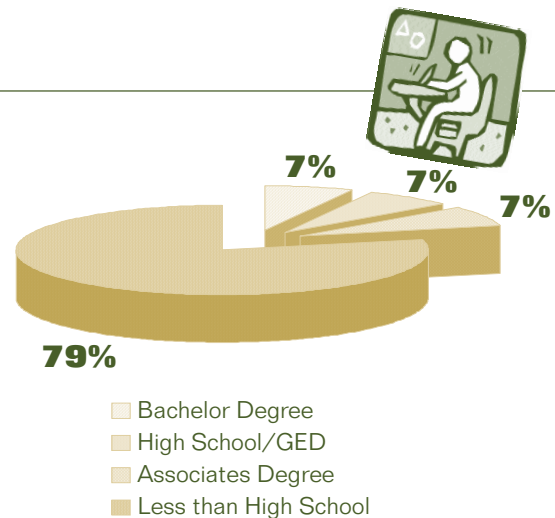


Recruitment Methods

The following are among the most successful methods of recruitment:

- School, Program Referrals (43%)
- Walk-in Applicants (36%)
- Internet (29%)
- Employee Referrals (29%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation/1,110-1,400

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 26.1% (Faster than average).

Total employees hired the last 12 Months: 99

Resulting from:

- Replacement due to promotions: (1) 2%
- Replacements due to employees leaving: (36) 55%
- New positions: (28) 43%
- Temporary (0)

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	57%	43%
Projected Over the Next 2 Years	0%	64%	36%

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	7%	57%	36%
Other Occupational Experience Accepted	17%	83%	83%
Technical or Vocational Training Required	0%	93%	7%
Training in Lieu of Experience	0%	100%	N/A



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.



Description

Special Education Teachers teach elementary and secondary school subjects to educationally and physically challenged students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$13.95 - \$18.50		\$15.40	
New Hires, Experienced		\$13.95 - \$20.00		\$16.98	
Experienced, After 3 Years with Firm		\$14.60 - \$24.44		\$17.53	

Of the firms responding, 87% were union while 13% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	87%	0%	13%	0%	0%	0%	0%	0%
	Dental	93%	0%	7%	0%	0%	0%	0%	0%
	Vision	93%	0%	7%	0%	0%	0%	0%	0%
	Life	100%	0%	0%	0%	0%	0%	0%	0%
other benefits	Sick Leave	100%	0%	0%	0%	0%	0%	0%	0%
	Vacation	87%	0%	0%	0%	0%	0%	13%	0%
	Retirement	80%	0%	13%	0%	7%	0%	0%	0%
	Child Care	0%	0%	0%	0%	0%	0%	100%	0%
	Additional	0%	0%	0%	0%	0%	0%	7%	0%

Additional full-time benefits include: N/A



Work Patterns

Hours: Full-time 100%, avg. of 38 hours per week
Shifts: Day-100%
In this occupation 73% of the employees are female while 27% are male.

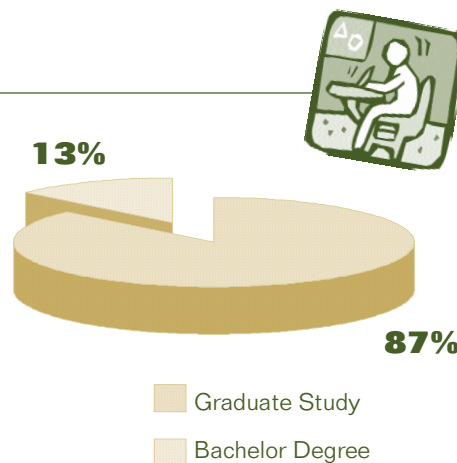


Recruitment Methods

The following are among the most successful methods of recruitment:

- Colleges/Universities (93%)
- School, Program Referrals (67%)
- Walk-in Applicants (40%)

education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

Size of Occupation/2,160-3,090 It is projected that during the 1997-2004 period this occupation will experience a growth rate of 43.1% (Much faster than average).

Total employees hired the last 12 months: 60
Resulting from:

- Replacement due to promotions: (2) 3%
- Replacements due to employees leaving: (29) 48%
- New positions: (29) 48%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	0%	67%	33%
Projected Over the Next 2 Years	0%	53%	47%



Training and Experience

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	20%	53%	27%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	14%	86%	N/A
Training in Lieu of Experience	20%	53%	27%



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Sign language skills, ability to read Braille, ability to teach physical education, ability to use computers as a teaching tool, ability to plan and organize training programs, ability to write effectively.
Personal/Other Qualifications	Ability to handle crisis situations, willingness to travel, imagination and creativity, ability to work independently, ability to maintain classroom discipline, ability to exercise patience.



Local Training Providers

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks and workers whose primary duties involve weighing and checking.



Wages and Benefits

Experience				Range		Median		Of the firms responding, 100% were non-union.	
New Hires, No Experience				\$6.00 - \$10.00		\$7.75			
New Hires, Experienced				\$6.25 - \$12.57		\$8.78			
Experienced, After 3 Years with Firm				\$6.75 - \$14.00		\$10.00			
Employer Pays All				Share the Cost		Employee Pays All		Not Provided	
insurance		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
	Medical	25%	0%	56%	13%	6%	13%	0%	6%
	Dental	13%	0%	44%	13%	25%	13%	6%	6%
	Vision	6%	0%	13%	6%	19%	13%	50%	13%
	Life	44%	13%	13%	6%	0%	6%	31%	6%
other benefits	Sick Leave	56%	13%	6%	0%	0%	0%	25%	19%
	Vacation	81%	25%	6%	0%	0%	0%	0%	6%
	Retirement	31%	6%	25%	6%	19%	6%	13%	13%
	Child Care	0%	0%	0%	0%	6%	6%	81%	25%
	Additional	0%	0%	0%	0%	0%	0%	0%	6%

Additional full-time benefits include: N/A



Work Patterns

Hours: Full-time 82%, avg. of 40 hours per week
Part-time 16%, avg. of 26 hours per week
Temp. 2%, avg. of 30 hours per week

Shifts: Day-100%
Swing-25%
Graveyard-19%
Other-6% (Holiday)



Recruitment Methods

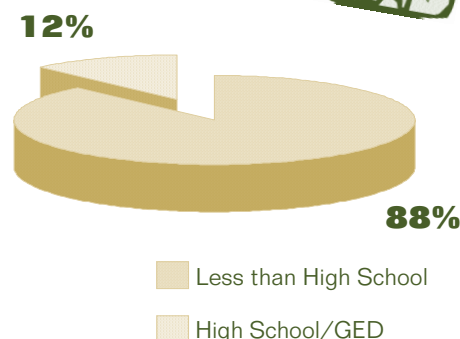
The following are among the most successful methods of recruitment:

- Employee Referrals (88%)
- Newspaper Ads (75%)
- Walk-in Applicants (50%)

In this occupation 69% of the employees are male, 31% are female.



education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified		X	
Inexperienced		X	



Size and Trends

Size of Occupation/4,360-4,810

It is projected that during the 1997-2004 period this occupation will experience a growth rate of 10.3% (Slower than average).

Total employees hired the last 12 months: 65

Resulting from:

- Replacement due to promotions: (26) 40%
- Replacements due to employees leaving: (11) 17%
- New positions: (16) 25%
- Temporary: (12) 18%

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	56%	38%
Projected Over the Next 2 Years	6%	44%	50%



Training and Experience

For additional projection information visit:

<http://www.calmis.cahwnet.gov>



Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	25%	44%	31%
Other Occupational Experience Accepted	38%	63%	N/A
Technical or Vocational Training Required	6%	94%	0%
Training in Lieu of Experience	44%	56%	N/A



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	Basic math skills, ability to read and follow instructions, oral communication skills. Ability to operate a forklift, understanding of inventory techniques, ability to type at least 30 wpm.
Physical Qualifications	Ability to lift at least 60 lbs. repeatedly. Ability to stand continuously for 2 or more hours.



Local Training Providers

For additional training information visit:

<http://sti.soicc.ca.gov/sti>



Upon completion of our research, no training provider was found in San Bernardino County.



Description

Ultrasound Technologists, also known as sonographers, use high frequency sound waves into areas of the patient's body; the equipment then collects reflected echoes to form an image. They explain the procedure, record additional medical history, and then position the patient for testing. Viewing a screen as the scan takes place, they look for subtle differences between healthy and pathological areas, decide which images to include, and judge if the images are satisfactory for diagnostic purposes. Ultrasound technicians may specialize in neurosonography (the brain), vascular (blood flows), echocardiography (the heart), abdominal (the liver, kidneys, spleen, and pancreas).



Wages and Benefits

Experience		Range		Median	
New Hires, No Experience		\$14.00 - \$22.85		\$18.05	
New Hires, Experienced		\$14.00 - \$22.85		\$18.21	
Experienced, After 3 Years with Firm		\$14.00 - \$25.02		\$20.75	

Of the firms responding, 100% were non-union.

	Benefits	Employer Pays All		Share the Cost		Employee Pays All		Not Provided	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
insurance	Medical	25%	6%	63%	19%	0%	6%	0%	6%
	Dental	13%	0%	63%	13%	0%	6%	13%	19%
	Vision	6%	0%	56%	19%	6%	0%	19%	19%
	Life	38%	6%	25%	0%	6%	0%	19%	31%
other benefits	Sick Leave	69%	19%	13%	0%	0%	6%	6%	13%
	Vacation	63%	13%	13%	0%	0%	0%	13%	25%
	Retirement	19%	6%	31%	6%	19%	0%	19%	253%
	Child Care	0%	0%	6%	0%	31%	13%	50%	25%
	Additional	6%	0%	0%	0%	0%	0%	0%	6%



Work Patterns

Hours: Full-time 90%, avg. of 40 hours per week
 Part-time 6%, avg. of hours per week
 Temp/On-Call, avg of hours per week

Shifts% Day-100%
 Swing-25%
 Graveyard-6%
 Other-6% (8 and 10 hour shifts)



Recruitment Methods

The following are among the most successful methods of recruitment:

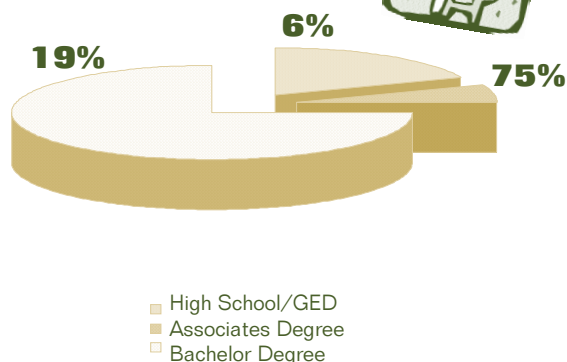
- Employee Referrals (100%)
- Newspaper Ads (63%)
- School, Program Referrals (44%)

Additional full-time benefits include: N/A

In this occupation 79% of the employees are female, 21% are male.



education





Supply and Demand

Responding employers indicating difficulty finding qualified applicants.

Difficulty	Not Difficult	Moderately Difficult	Very Difficult
Fully Experienced & Qualified			X
Inexperienced			X



Size and Trends

No Projection Data for this occupation.

Employment Levels	Decline	Remain Stable	Grow
During the Past Year	6%	56%	38%
Projected Over the Next 2 Years	6%	44%	50%

Total employees hired the last 12 months: 15

Resulting from:

- Replacement due to promotions: 0
- Replacements due to employees leaving: (12) 80%
- New positions: (1) 7%
- Temporary: (2) 13%

For additional projection information visit:
<http://www.calmis.cahwnet.gov>



Training and Experience

Training and Experience	Yes	No	Not Required But Preferred
Work Experience Required	56%	13%	31%
Other Occupational Experience Accepted	14%	86%	N/A
Technical or Vocational Training Required	44%	56%	0%
Training in Lieu of Experience	36%	64%	N/A



Skills and Qualifications

Employers reported the following skills and or other qualifications as being important for this occupation:

Qualifications	Required Qualifications
Basic/Technical Skills	N/A
Personal/Other Qualifications	N/A

For additional training information visit:
<http://sti.soicc.ca.gov/sti>



Local Training Providers

Upon completion of our research, no training provider was found in San Bernardino County.

Training Providers

ACES Inc.

23978 Lake Drive • Crestline, CA 92325
(909) 338-0031

Academy of Computer Technology

5327 Arrow Highway, Suite A • Montclair, CA 91763
(909) 445-1456

Accelerated Career College

3340 Riverside Drive • Chino, CA 91710
(909) 464-1974

Addison Career Institute

320 South Milliken, Suite C • Ontario, CA 91751
(909) 605-7777

Advanced Career College

14075 Hesperia Road • Victorville, CA 92392
(760) 948-4141

Advanced School of Driving

2209 West Arrow Route, Suite B • Upland, CA 91786
(909) 981-6337

American College of Health Professions

1200 Arizona, Suite A-11 • Redlands, CA 92374
(909) 307-6022

American Red Cross

202 West Rialto Avenue • San Bernardino, CA 92408
(909) 881-1481

American Red Cross

209 East "I" Street • Ontario, CA 91764
(909) 986-6651

Apple Valley ROP

11837 Navajo Road • Apple Valley, CA 92308
(760) 247-7206

ARTFA Design School

19059 Valley Blvd., Suite 105 • Bloomington, CA 92316
(909) 873-4160

Asian American Resource Center

1115 South "E" Street • San Bernardino, CA 92408
(909) 383-0164

Associated Printing School

114 E. Airport Dr., Ste. 103 • San Bernardino, CA 92408
(909) 890-1700

ASA Learning Center

2050 East Pacific Street • San Bernardino, CA 92404
(909) 388-1255

Asante Family Agency

2210 E. Highland Ave. • San Bernardino, CA 92404
(909) 863-1186

BCH Computer Training

772 North Road • San Bernardino, CA 92404
(909) 713-1311

BMR Training Center

14156 Amargosa Road • Victorville, CA 92392
(760) 243-6216

BMR Training Center

15311 Seventh Street • Victorville, CA 92392
(760) 243-1105

Baldy View ROP

135 South Spring Street • Claremont, CA 91711
(909) 624-0063

Balu Academy for Dog Trainers

16376 Jurupa Avenue • Fontana, CA 92337
(909) 823-4386

Barstow Academy of Beauty

423 East Main Street • Barstow, CA 92311
(760) 256-0515

Barstow Community College

2700 Barstow Road • Barstow, CA 92311
(760) 252-2411

Barstow ROP

551 South "H" Avenue • Barstow, CA 92311
(760) 255-6146

Bear Valley ROP

351 North Maple Lane • Big Bear City, CA
(909) 585-1616

Ben Hinkle Real Estate Inc.

21930 US Highway 18 • Apple Valley, CA 92307
(760) 244-4459

Bryman College

520 North Euclid Avenue • Ontario, CA 91762
(909) 984-5027

By Ways Inc.

1151 West Holt Blvd., Suite F • Ontario, CA 91762
(909) 395-5434

California Computer School

1655 N. Mountain Ave., Suite 114 • Upland, CA 91784
(909) 981-6331

California Institute of Customer Engineering

1609 South Grove Avenue • Ontario, CA 91761
(909) 947-1896

California State University San Bernardino

5500 University Parkway • San Bernardino, CA 92407
(909) 880-5200

Career Colleges of America

184 W. Club Center, Suite K • San Bernardino, CA 92407
(909) 873-0919

Ceeco Locksmith Inc

237 W Foothill Blvd., Suite A • Rialto, CA 92376
(909) 873-2502

Chaffey Union High Adult School

211 West Fifth Street • Ontario, CA 91762
(909) 983-2010

Training Providers

Chapman University Academic Center

12421 Hesperia Road, Suite C-6 • Victorville, CA 92392
(760) 955-7555

Chapman University

Building 1526-6th Street • Twentynine Palms, CA 92278
(760) 830-6681

Chapman University

2890 Inland Empire Blvd., Suite 110 • Ontario, CA 91764
(909) 481-1804

Chino Valley Unified Adult Education

5130 Riverside Drive • Chino, CA 91710
(909) 628-1201

College of the Desert Copper Mountain

6162 Rotary Way • Joshua Tree, CA 92252
(760) 386-3651

Colton-Redlands-Yucaipa ROP

1214 Indian Court • Redlands, CA 92374
(909) 793-3115

Computer Skill Center of Upland (CSC)

222 No. Mountain Ave., Ste. 110-B • Upland, CA 91784
(909) 946-3264

Concorde Career Institute

570 West 4th St., Ste.107 • San Bernardino, CA 92401
(909) 884-8891

Commercial Refrigeration School

565 Birch, Suite A • Colton, CA 92324
(909) 423-0347

Computer Career Connection, Inc.

900 East Washington Boulevard • Colton, CA 92324
(909) 433-9791

Community Christian College

251 Tennessee Street • Redlands, CA 92373
(909) 335-8863

Crafton Hills College

11711 Sand Canyon Road • Yucaipa, CA 92399
(909) 794-2161

Crest Computer Institute

10630 Town Center Dr., Ste. 101 • Rancho Cucamonga, CA 91730
(909) 989-9123

Crossroads Vocation School

851 Cooley Drive • Colton, CA 92324
(909) 824-5808

Deep Creek Construction School

8280 Deep Creek Road • Apple Valley, CA 92308
(760) 240-3045

Dootson School-Trucking

735 East Foothill Blvd., Suite F • Rialto, CA 92376
(909) 877-5500

El Camino Computer School

437 North Euclid Avenue • Ontario, CA 91762
(909) 984-2666

Embry-Riddle Aeronautical University

Building 285 # 8 • Fort Irwin, CA 92310
(760) 386-7997

Fontana Unified School District

9680 Citrus Avenue • Fontana, CA 92335
(909) 357-5000

Four-D Success Academy Inc.

1020 East Washington St., Suite 125 • Colton, CA 92324
(909) 621-7013

Friendly Computer Networks Inc.

8540 Archibald Ave., Ste. D • Rancho Cucamonga, CA 91730
(909) 989-5592

Goodwill Industries of the Inland Counties

4669 Holt Boulevard • Montclair, CA 91763
(909) 399-9956

Goodwill Industries of the Inland Counties

8120 Palm Lane • San Bernardino, CA 92402
(909) 885-3831

Goodwill Industries of the Inland Counties

15421 Village Drive • Victorville, CA 92392
(760) 243-4163

H&R Block Tax School

751 West Foothill Boulevard • Upland, CA 92402
(909) 946-9104

Hairmasters University

210 West Highland Avenue • San Bernardino, CA 92405
(909) 988-7584

Health Care Innovations, Inc.

965 South Mt. Vernon Avenue • Colton, CA 92324
(909) 824-1565

Henkels & McCoy Training Svc.

9161 Sierra Avenue, Suite 206 • Fontana, CA 92335
(909) 429-6587

Hesperia ROP

9144 Third Avenue • Hesperia, CA 92345
(760) 244-1771

Homesafe, Inc.

24662 Redlands Boulevard • Loma Linda, CA 92354
(909) 796-7565

ITT Technical Institute

630 East Brier Drive, Ste. 150 • San Bernardino, CA 92408
(909) 889-3800

Intersect Technology Institute

9664 Hermosa Avenue • San Bernardino, CA 92410
(909) 386-1848

Training Providers

Inland Technical Skills Center

101 East Redlands Boulevard • Redlands, CA 92373
(909) 247-0551

Inland Valley College

99 San Antonio Suite 230 • Upland, CA 91786
(909) 982-5733

Inland Valley University College of Law

600 Mountain Avenue • Upland, CA 91784
(909) 982-5733

Institute of Automotive Technology

425 South "G" Street • San Bernardino, CA 92410
(909) 386-1848

Internal Control's Private Investigation School

394 Orange Show Lane • San Bernardino, CA 92408
(909) 381-2588

International Air Academy Inc.

2980 Inland Empire Boulevard • Ontario, CA 91764
(909) 989-5222

John Robert Powers

3700 Inland Empire Blvd., Suite 235 • Ontario, CA 91764
(909) 944-7831

License Instruction School

1535 "D" Street • San Bernardino, CA 92401
(909) 346-7277

L&L Technical Training Inc.

320 South Milliken Avenue, Suite A • Ontario, CA 91761
(909) 605-6240

Loma Linda University

11175 Campus Street, #11121 • Loma Linda, CA 92350
(909) 824-4403

Lucerne Valley High School

33233 Rabbit Springs Road • Lucerne Valley, CA 92356
(760) 248-2124

MTI College

760 Via Lata, Suite 300 • Colton, CA 92324
(909) 424-0108

Marienello School of Beauty

721 West Second Street • San Bernardino, CA 92410
(909) 884-8747

Morongo ROP

PO Box 1209 • Twentynine Palms, CA 92277
(760) 367-9191

National University

6th Street, Building 1526 • Twentynine Palms, CA 92278
(760) 563-7341

National University

804 East Brier Drive • San Bernardino, CA 92408
(909) 806-3300

Needles ROP

1900 Erin Drive • Needles, CA 92363
(760) 326-1212

New Horizons Computer Learning

1090 East Washington Street # H • Colton, CA 92324
(909) 426-4900

Net 10 Technologies

9108 Pittsburgh Avenue • Rancho Cucamonga, CA 91730
(909) 980-0235

Net 10 Technologies

15403 Park Avenue East • Victorville, CA 92392
(760) 952-2599

North American Heating & Air Training Center

2025 West Park Ave., Suite 1 • Redlands, CA 92405
(909) 307-5770

NTMA Training Centers of Southern California

1717 South Grove Avenue • Ontario, CA 91761
(909) 947-9363

Operations Hand Up, Inc.

10421-B Corporate Drive • Redlands, CA 92374
(909) 478-3480

Park College

285 Barstow Road • Barstow, CA 92311
(760) 386-8062

Pilot Trucking School

14387 Slover Avenue • Fontana, CA 92337
(909) 429-8970

Platt College Ontario

3700 Inland Empire Blvd., # 400 • Ontario, CA 91764
(909) 941-9410

Premier Training Center

17876 US Highway 18 • Apple Valley, CA 92307
(760) 946-4664

Professional Bartenders School

1035 South Mount Vernon Ave., # H • Colton, CA 92324
(909) 824-8442

Professional Career Institute

15065 Palmdale Road, # A • Victorville, CA 92392
(760) 951-5245

Pronto Communications, Inc.

9380 Seventh St., Suite D • Rancho Cucamonga, CA 92392
(909) 941-1301

Provisional Educational Service

2450 Blake Street • San Bernardino, CA 92407
(909) 887-7002

The Realty Institute

286 South "E" Street, Suite 100 • San Bernardino, CA 92374
(909) 307-5315

Redlands Adult School

7 West Delaware Avenue • Redlands, CA 92374
(909) 307-5315

Training Providers

Richard's Beauty College

16803 Arrow Boulevard • Fontana, CA 92335
(909) 822-1149

Richard's Beauty College

200 North Euclid Avenue • Ontario, CA 91762
(909) 984-1293

Richard's Beauty College

208 West Highland Ave. • San Bernardino, CA 95909
(909) 822-2987

RTP School

790 South Via Lata, Suite 800 • Colton, CA 92324
(909) 783-7696

Salon Success Academy

9359 Foothill Blvd., Suite G • Rancho Cucamonga, CA 92324
(909) 783-7696

San Bernardino Adult Education

1200 North "E" Street • San Bernardino, CA 92405
(909) 388-6000

San Bernardino Bible College

1401 South Mt. Vernon Avenue • Colton, CA 92324
(909) 825-7574

San Bernardino County ROP

601 North "F" Street • San Bernardino, CA 92410
(909) 387-4439

San Bernardino Valley College

701 South Mt. Vernon Ave. • San Bernardino, CA 92410
(909) 888-6511

Snowline ROP

PO Box 2960 • Phelan, CA 92329
(760) 868-3222

Somos Hermanas Unidas, Business & Education

254 East "E" Street • Colton, CA 92324
(909) 824-5350

Somos Hermanas Unidas, Business & Education

1548 North Orange Street • Redlands, CA 92370
(909) 798-4033

SOS Career Training Center

6393 Sunset Road • Joshua Tree, CA 92252
(760) 366-0567

ST J's Building Maintenance & Training Center

577 North "D" St. #103 • San Bernardino, CA 92401
(909) 381-1607

Summit Career College

1330 East Cooley Drive • Colton, CA 92324
(909) 422-8950

Sunny College

545 North Mountain Ave., #203 • Upland, CA 91786
(909) 920-1090

Sunny College

13916 Hillview Place • Victorville, CA 92392
(909) 920-1090

Training Technologies College

415 North Vineyard Ave., #100 • Ontario, CA 91764
(909) 937-1130

United States Truck Driving

924 West Rialto Avenue • Rialto, CA 92376
(909) 875-8000

United States Truck Driving

12353 Mariposa Road #6 • Victorville, CA 92392
(760) 951-2551

Universal Nursing Systems

1441 North "D" St. #13 • San Bernardino, CA 92405
(909) 889-1665

Universal Training Center

2102 Palm Avenue • Highland, CA 92346
(909) 864-1918

University of Phoenix-Southern California

337 North Vineyard Ave., Suite 100 • Ontario, CA 91764
(800) 888-1968

University of Redlands

1200 East Colton Avenue • Redlands, CA 92373
(909) 793-2121

Victor Valley College

18422 Bear Valley Road • Victorville, CA 92392
(760) 955-3268

Victor Valley ROP

16500 Mojave Drive • Victorville, CA 92392
(760) 955-3268

Vision Quest Career Resource Center

1200 Arizona Street, Suite A-11 • Redlands, CA 92375
(909) 798-4342

VVISA Schools

9559 Center Ave., Suite K • Rancho Cucamonga, CA 91730
(909) 987-5225

Wagner Training Institute

700 East Redlands Blvd., Suite U • Redlands, CA 92373
(909) 795-2618

Washington Adult School

900 East "C" Street • Colton, CA 92324
(909) 876-4196

West Coast College

14725 Seventh Street • Victorville, CA 92392
(760) 241-7332

Westwood College of Technology

20 West Seventh Street • Upland, CA 91786
(909) 931-7550

Yucaipa-Calimesa Unified Adult School

12787 Third Street • Yucaipa, CA 92399
(909) 797-0121

Sample Questionnaire



Please return completed questionnaire to:

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation:

Does your firm employ any individual performing the duties in the occupation described above? ☐ Yes ☐ No

If yes, please complete this survey for the occupation described.

If no, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in **your county**.

1. What job title(s) does your firm use for these duties?	Job Title(s): _____		
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____		
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____	
c. In this occupation, how many current employees are there; and on average, how many weekly hours do they work?			
Regular, Full Time:	Number of Employees:	Average Weekly Hours Worked:	
Regular, Part Time:	Number of Employees:	Average Weekly Hours Worked:	
Temporary/On Call:	Number of Employees:	Average Weekly Hours Worked:	
Seasonal:	Number of Employees:	Average Weekly Hours Worked:	
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____		
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, how many were hired to fill:			
vacancies resulting from promotions within your firm?			
vacancies resulting from people in permanent positions leaving your firm?			
new permanent positions resulting from growth?			
temporary, on call, or seasonal positions?			
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow		
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow		
6. When you hire applicants for this occupation, is prior experience in this occupation required? If yes or preferred, how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)		
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)			
Not Difficult 1 2 3 4 Difficult			
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)			
Not Difficult 1 2 3 4 Difficult			

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ (months)						
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months)						
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).								
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study								
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.						
<ul style="list-style-type: none"> • New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: <p style="text-align: center;">(Please check one)</p>	<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Type of Compensation</u> <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other Specify _____					
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:								
	<u>Employer Pays All</u>		<u>Share Cost</u>	<u>Employee Pays All</u>	<u>Not Provided</u>			
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 a. Does your firm ever promote employees in this occupation to higher level positions? If yes, what are the titles of the positions to which they may be promoted?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
b. What skills are important for career advancement?			_____					
16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Please check all that apply)								
Specify software names: <input type="checkbox"/> None								
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____								
17. What other new skills are needed to perform the duties of this occupation?								

18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?								
<div style="display: flex; flex-wrap: wrap;"> <div style="width: 33%;"><input type="checkbox"/> In-house promotions or transfers</div> <div style="width: 33%;"><input type="checkbox"/> Newspaper ads</div> <div style="width: 33%;"><input type="checkbox"/> Internet</div> <div style="width: 33%;"><input type="checkbox"/> EDD</div> <div style="width: 33%;"><input type="checkbox"/> Walk-in applicants</div> <div style="width: 33%;"><input type="checkbox"/> Colleges/Universities</div> <div style="width: 33%;"><input type="checkbox"/> School/program referrals</div> <div style="width: 33%;"><input type="checkbox"/> Union hall referrals</div> <div style="width: 33%;"><input type="checkbox"/> Employee referrals</div> <div style="width: 33%;"><input type="checkbox"/> Private employment agencies</div> <div style="width: 33%;"><input type="checkbox"/> Trade journals</div> <div style="width: 33%;"><input type="checkbox"/> Other (Please specify): _____</div> </div>								
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:			<input type="checkbox"/> Yes <input type="checkbox"/> No _____					
Would you like to receive a complimentary copy of the survey results for this occupation?			<input type="checkbox"/> Yes <input type="checkbox"/> No					